WINhealth
Plan Well, Live Healthy

WINconnect Member Manual

Update June 2013

1200 East 20th Street | Cheyenne, WY 82001 | phone 800.868.7670

winhealthplans.com

Welcome to WINConnect

WINConnect is a new tool provided by WINHealth Partners to help you take a proactive role in your health care decisions. With WINConnect you will have the convenience of having your medical information at your finger tips. WINConnect provides you the ability to:

- Check the status of your claims.
- Review eligibility and benefits information.
- Search for Providers.
- Assign permission to specific providers or family members, allowing them to access records.
- Creat a Personal Health Record (PHR) to track all of your Personal Health Information.

What is a Personal Health Record?

Personal Health records are not the same as medical records, which are maintained by your doctor's office. PHRs are records kept by you to make your navigation through the heath care system more efficient. A PHR is a powerful tool for managing your family's health.

Elements of a PHR include:

- Medical History - Summary of current and past health problems, symptoms and conditions (editable by the member).
- Surgical / Procedure History - Listing of surgeries and major procedures (editable by the member).
- Health Tracker - Track important health measures such as Blood Presure, Weight, Cholesterol, etc.
- Visit History – Compilation of provider visits and admissions for user review.
- Health / Reminder Calendar – Compliance-improving health calendar with member-scheduled reminders and automated reminders based on preventive health guidelines.
- Health Record Summary – Outline of health status information for members (customizable by health plan).
- Healthcare Plan – Customizable care plan development according to specific medical issues (developed by the member).
- Immunization Profile - Complete summary of immunization history.

Your Personal Health Record Features:

Advanced Privacy

WINConnect gives you private access to your health information with the flexibility to set your own preferences and grant access to your spouse, your provider or anyone else if you choose to do so.

Portability

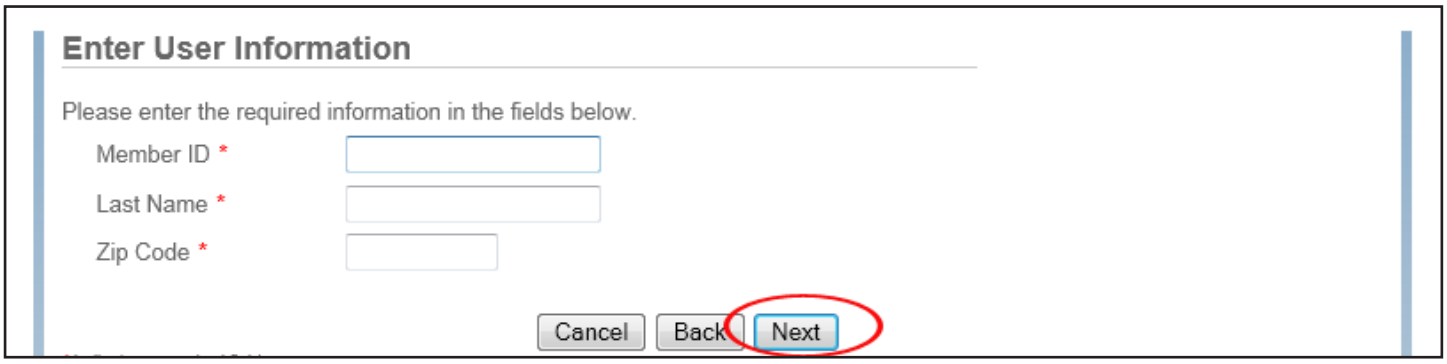
Having access to your Personal Health Record online provides you complete portability of your health information for ease of use when traveling and when visiting specialists or providers.

Now lets get started!!

Getting Started

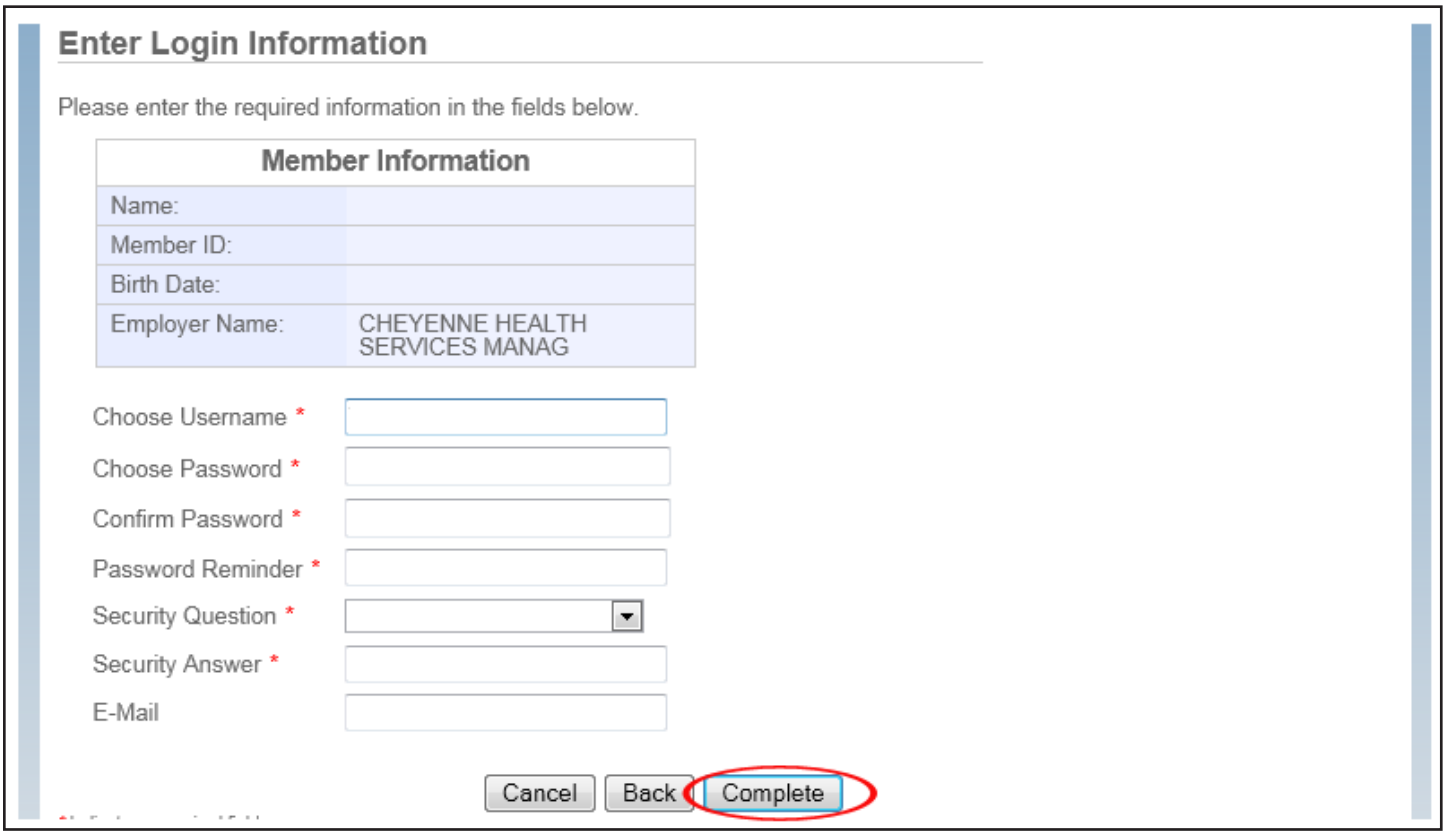
Go to winhealthplans.com and click on “Register Now” Link

Enter your User information and click next.

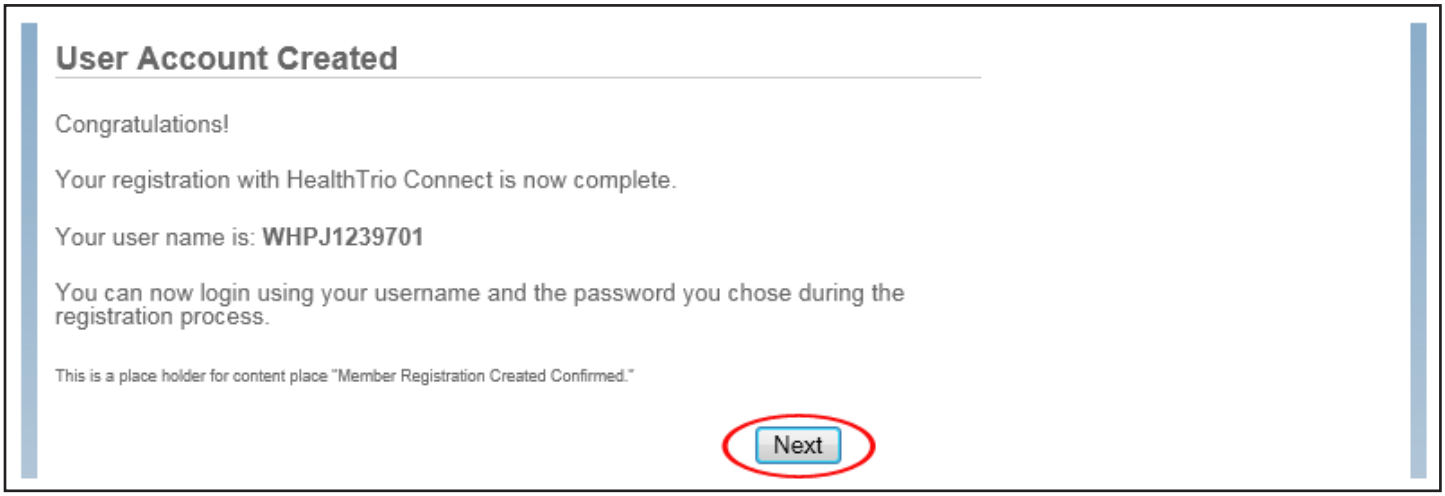


Getting Started

Choose your Username, Password, Security Question and enter your E-Mail address and click complete. Passwords must be 8 Characters and contain one number and one symbol.

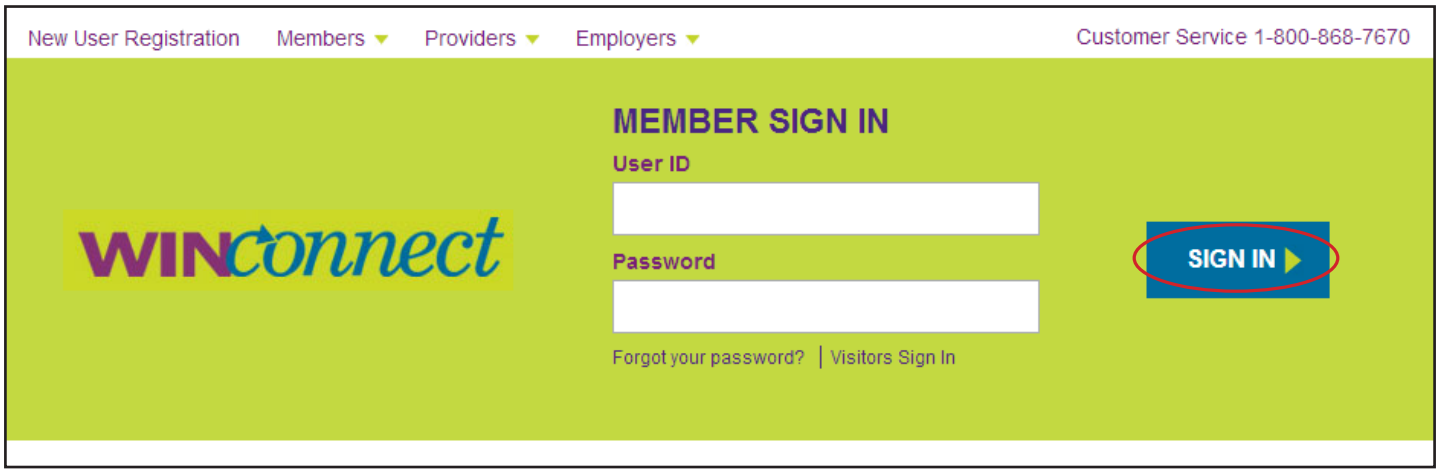


Click next.


User Account Created
Congratulations!
Your registration with HealthTrio Connect is now complete.
Your user name is: WHPJ1239701
You can now login using your username and the password you chose during the registration process.
This is a place holder for content place "Member Registration Created Confirmed."
Next

Getting Started Cont.

You have completed the registration process and are now ready to login. Enter your User ID and Password and click here to sign in.



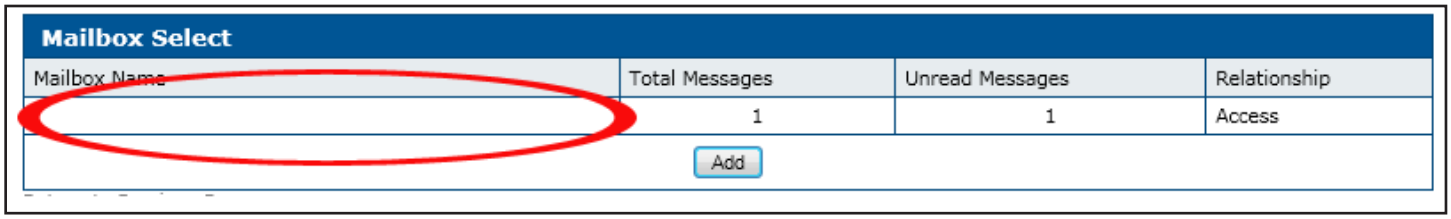
Home Page

You can access your WINConnect Home page once you have received your registration confirmation. The Home page will show information relevant to you and your health plan. Content may include messages and recent healthcare topics that may be of interest. All underlined items are hyperlinked to enable access to additional information about an item.

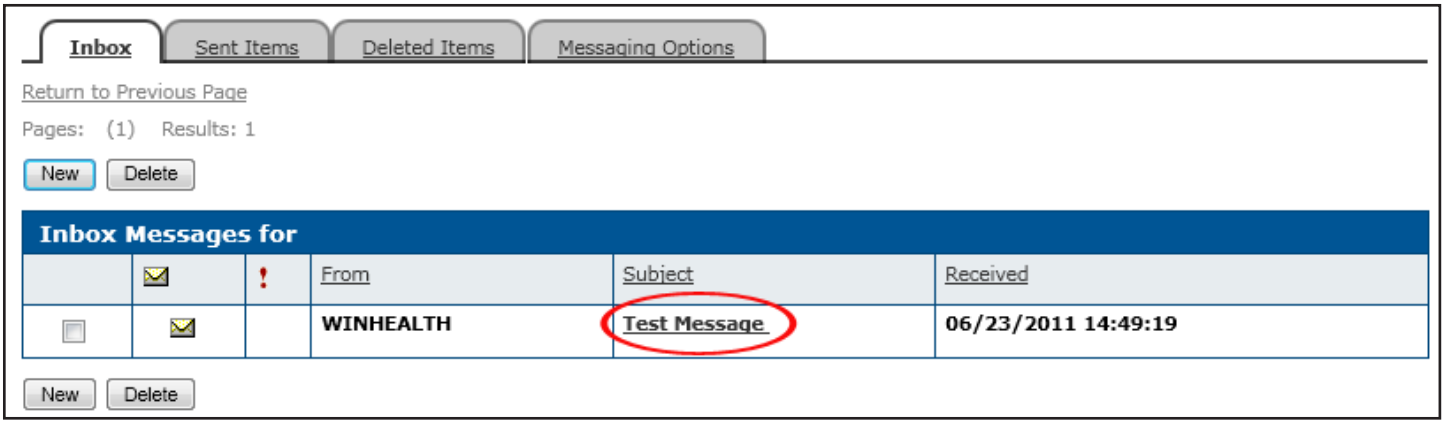
Message Center

To view your Message Center, click here.

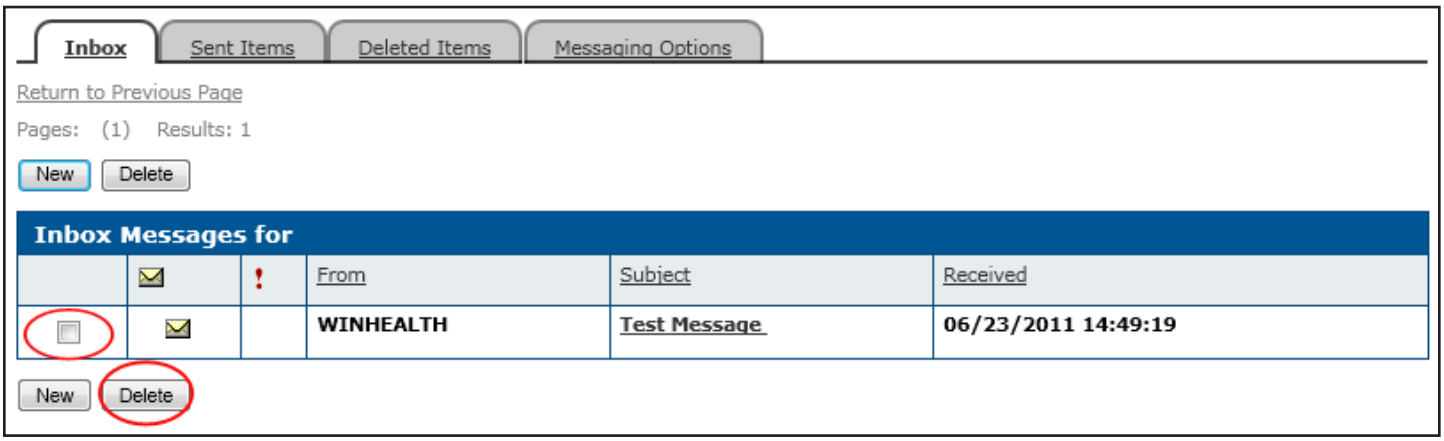
The Message Center displays the number of new and unread messages.
Click here to view your mailbox.



The Inbox provides detailed information about your messages. Messages that have not yet been read are indicated by a sealed envelope and bold text. Click here to view your messages.

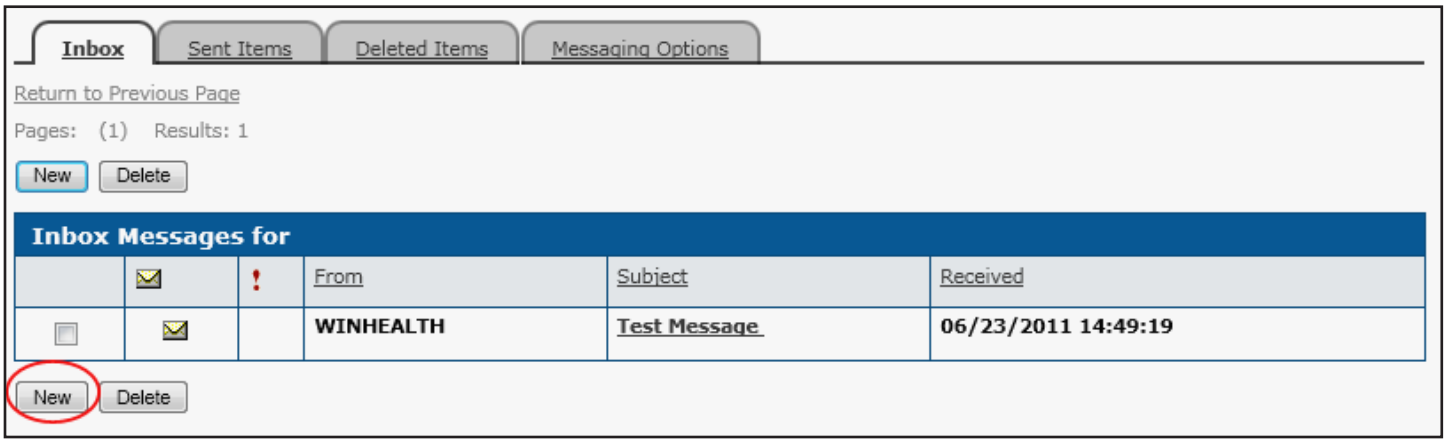


To delete a message from your Message list, select the check box to the left of each message to be deleted and click delete.

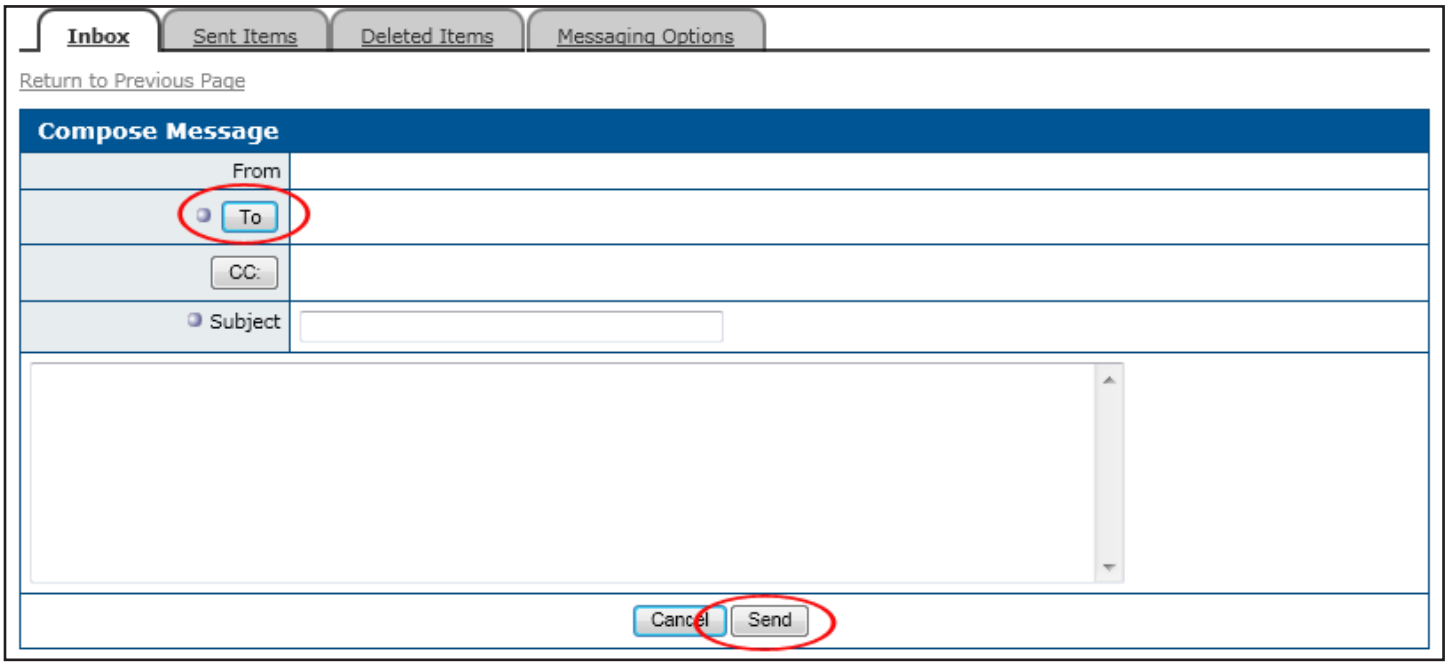


Message Center Cont.

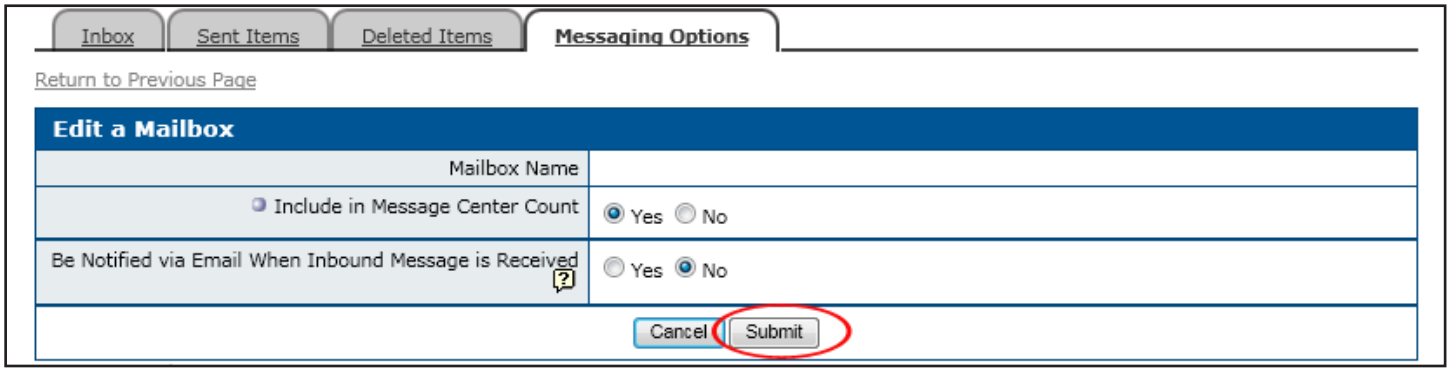
To receive an external e-mail notification, click the Yes option button, enter the email address where you would like to be notified and click the Submit button.



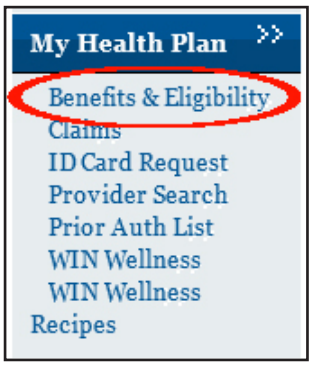
Click the To button to select each desired recipient. Type the subject of the message. Type the body of the message. Click send to send your message.



You have the option of receiving a message in your personal e-mail account when a message is received in your WINConnect inbox. To receive an external e-mail notification, click the Yes option button, enter the email address where you would like to be notified and click the Submit button.



Benefits & Eligibility



To vew your Benefits & Eligibility click here.

This page shows your current and past policies. Past policies are indicated in red and current policies in black. Click here to view detailed information about your policies.

Records Available for this Patient

Name	Effective Dates	Birth Date	Member ID	Primary Care Provider
	1 Jan 2010-31 Dec 2010	20 May 1979		
	1 Jan 2011-30 Apr 2011	20 May 1979		
	1 Feb 2011-	20 May 1979		
	1 Jun 2008-31 Dec 2008	20 May 1979		

This page gives you a summary of your Benefits and Eligibility, including co-pays and deductibles.

Benefits and Eligibility Detail as of 21 Jun 2011

Member Information

Name		Birth Date	20 May 1979
Sex			
Member ID		PCP	None
Address		Phone	None

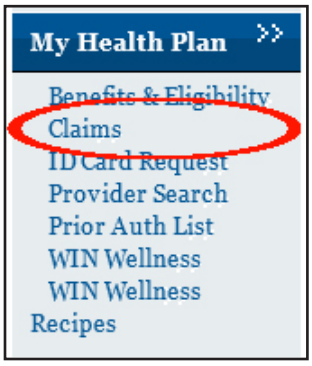
Dependent Information

Name	Member ID	Sex	Relationship	Birth Date
		F	Spouse	26 May 1981
		M	Child	28 May 2008

Benefit Information

Benefit Description	Copay	Coinsurance	Deductible Individual	Deductible Family	Benefit Limit	Dollar Limit	Out of Pocket Max Individual	Out of Pocket Max Family
Office Visit						$0.00	$2,000.00	$4,000.00
· Preventive (deductible waived)	$0.00					$0.00		
· Illness	$10.00					$0.00		
· Diagnostic	$10.00					$0.00		
· Allergy Injection	$10.00					$0.00		
· Specialist	$10.00					$0.00		
Prenatal Service Package Initial Visit	$10.00				prenatal services only	$0.00		
Urgent Care Visit	$10.00				Prior Auth Required When Out of Network	$0.00		

Claims



To view your Claims, click here.

The Claims link opens the Claims Status Search Results screen where you can view the status of your claims. To view the detail for a claim, click the underlined claim number and view the information in the Claims Status Detail screen. To view information about a provider click the underlined provider name link for the provider. Provider information displays in the Provider Detail screen.

Claim Status Search Results for For

Claim Number	Date of Service	Provider	Total Billed	Plan Responsibility	Total Paid	Status	Payment Date	Copay Amount	Deductible Amount
20110531NPS00096	31 May 2011	NATIONAL PHARMACEUTICAL SERVICES	$43.39	$0.00	$11.56	Paid	6 Jun 2011	$5.00	$0.00
20110531NPS00097	31 May 2011	NATIONAL PHARMACEUTICAL SERVICES	$15.99	$0.00	$0.00	Paid	6 Jun 2011	$4.25	$0.00

The Claim Status Detail page enables you to view information about a single claim. It displays the patient account number, referral or authorization number (if applicable), provider, diagnoses, and procedure line items for the claim. Click the print button to print a summary of your claim.

Print

Claim Status Detail for 20110523NPS00073

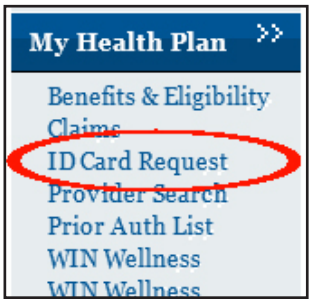
Claim Summary

Provider	ARTHUR J FARRELL	Practice	COLLEGE DRIVE URGENT CARE
Patient		Patient Account No.	17927
Ref/Auth Number	None	Claim Receipt Date	6 Jun 2011
Referring Provider			
Diagnosis	728.85 : SPASM OF MUSCLE 729.1 : UNSPECIFIED MYALGIA AND MYOSITIS E006.2 : ACTIVITIES INVOLVING GOLF		
Related Causes		Accident Location	
Accident Date		Date of Current Illness	
Admit Date		Discharge Date	

Service Summary

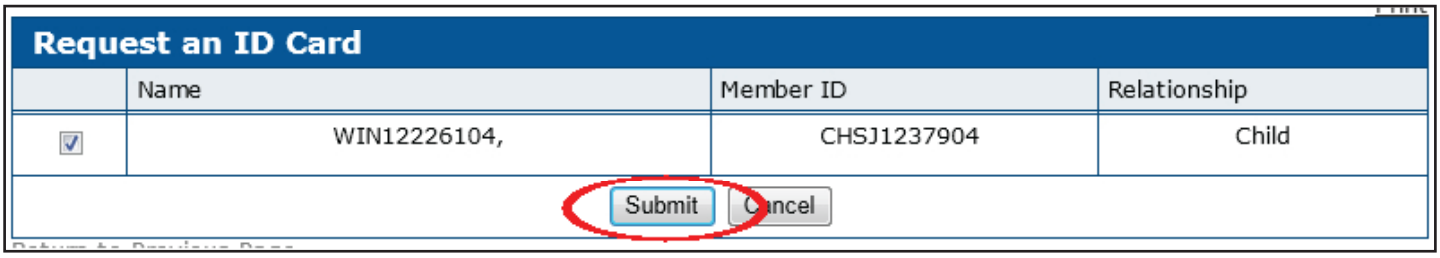
Line	Date of Service	Service	Billed Amount	Allowed Amount	Co-Payment	Deductible Amount	Amount Paid by Plan
001	31 May 2011	OFFICE/OUTPATIENT VISIT, NEW	$159.00	$113.26	$10.00	$0.00	$103.26
002	31 May 2011	THER/PROPH/DIAG INJ, SC/IM	$25.00	$25.00	$0.00	$0.00	$25.00
003	31 May 2011	INJ KETOROLAC TROMETHAMINE 15 MG	$22.00	$1.21	$0.00	$0.00	$1.21
		Totals	$206.00	$139.47	$10.00	$0.00	$129.47

ID Card Request

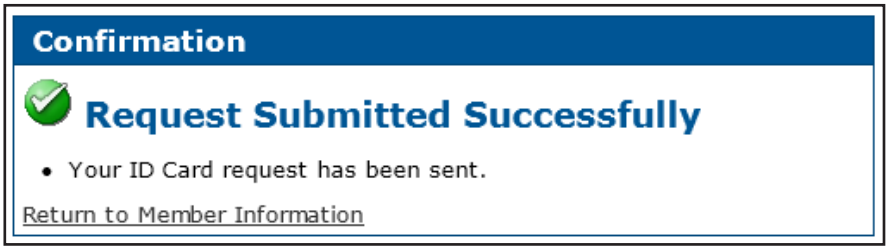


To request or print a temporary ID card, click here.

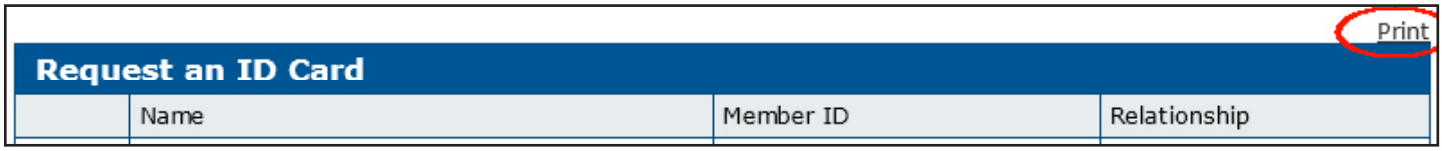
To request an ID card, check the box next to the corresponding name of the person you want a new ID card for and click submit.



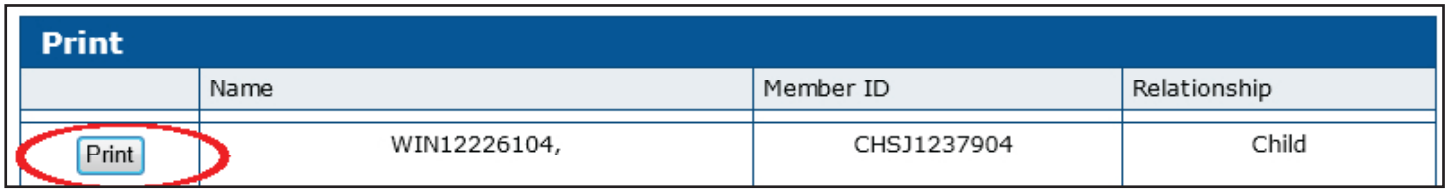
You will see a confirmation is your ID card request was successfully submitted.



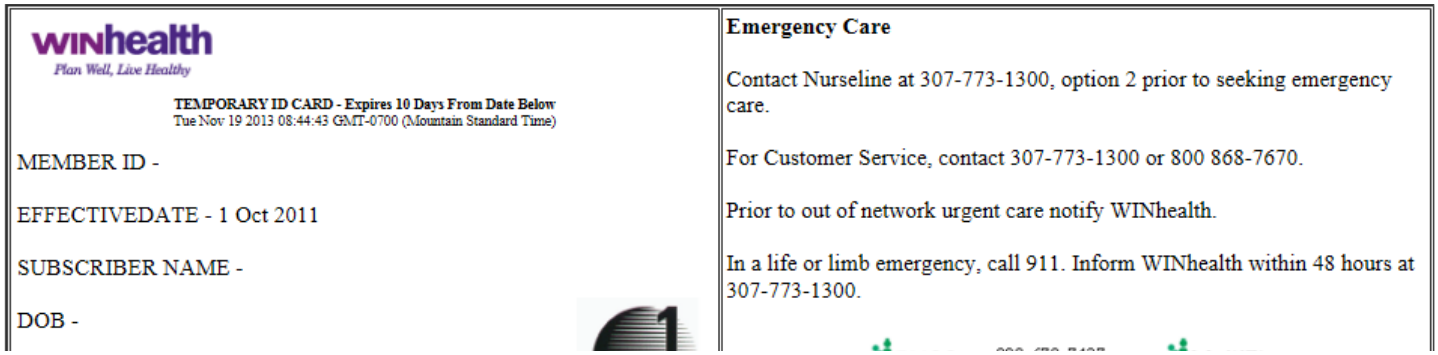
To print a temporary ID card, click the print button at the top right of the box.



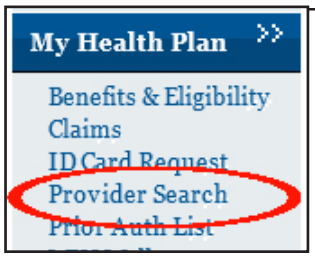
Next, click the print button next to the person who needs a temporary ID card.



You will be prompted to print your temporary ID card. *Note, you many need to allow pop-ups.

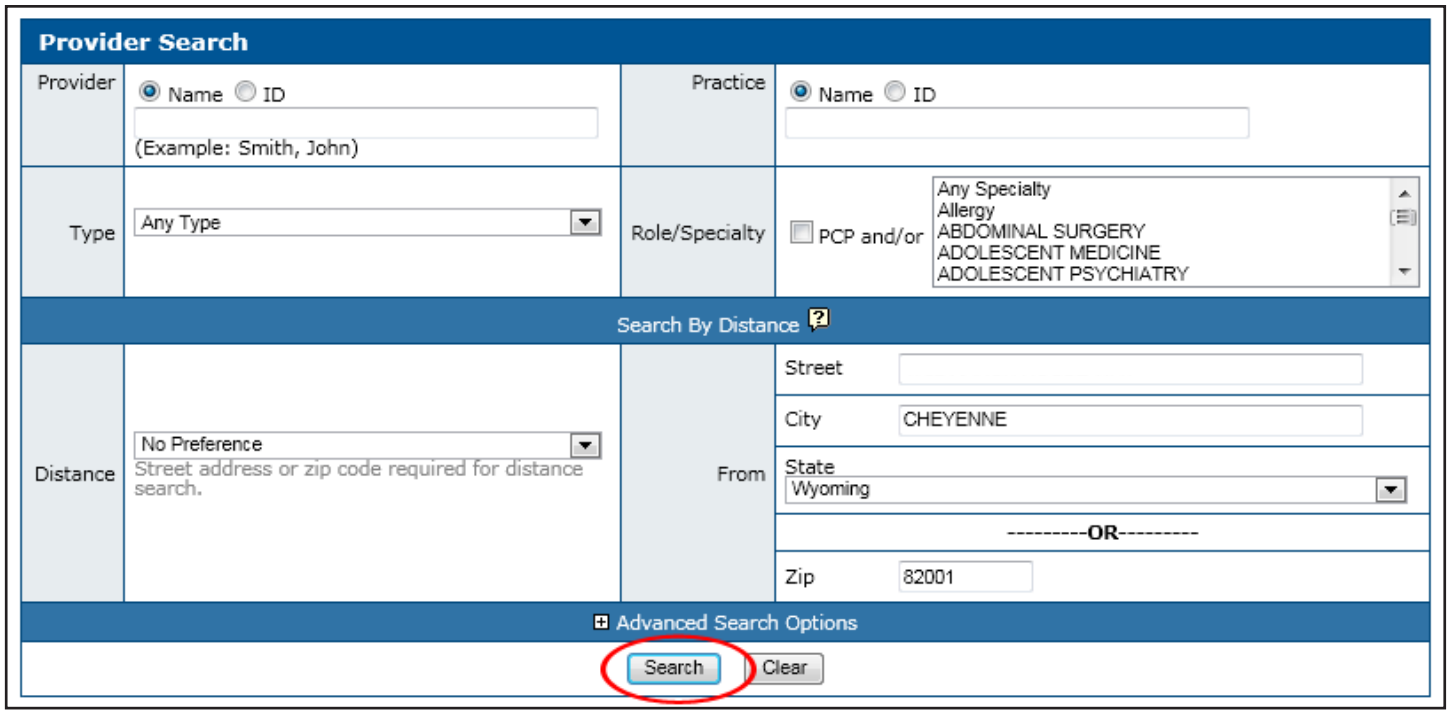

WINhealth
Plan Well, Live Healthy
TEMPORARY ID CARD - Expires 10 Days From Date Below
Tue Nov 19 2013 08:44:43 GMT-0700 (Mountain Standard Time)
MEMBER ID -
EFFECTIVEDATE - 1 Oct 2011
SUBSCRIBER NAME -
DOB -
Emergency Care
Contact Nurseline at 307-773-1300, option 2 prior to seeking emergency care.
For Customer Service, contact 307-773-1300 or 800 868-7670.
Prior to out of network urgent care notify WINhealth.
In a life or limb emergency, call 911. Inform WINhealth within 48 hours at 307-773-1300.

Provider Search



To search for Providers, click here.

The Provider Search page enables you to search for a health care provider. Entering more search criteria returns more specific search results. To search for a provider enter the desired information in the Provider Search form and click search.



After submitting your search criteria, a list of doctors that match your search criteria will display in the Provider Search Results screen. Click the provider name for detailed information.

Provider Search Results

Name	Type	Affiliation	Specialty	Address	Phone Number	Network	Effective Dates	Proximity
SHEAMANSMITH, CHARLENE DPT 1073839197 HANDS ON PHYSICAL THERAPY	Clinician		PHYSICAL THERAPY	HANDS ON PHYSICAL THERAPY 4016 LARAMIE ST CHEYENNE, WY 82001	(307) 637-4617	In-Network	1 Aug 2010 -None	0.0 mi

The provider detail gives additional specific information about a provider.

Provider Detail as of 23 Jun 2011

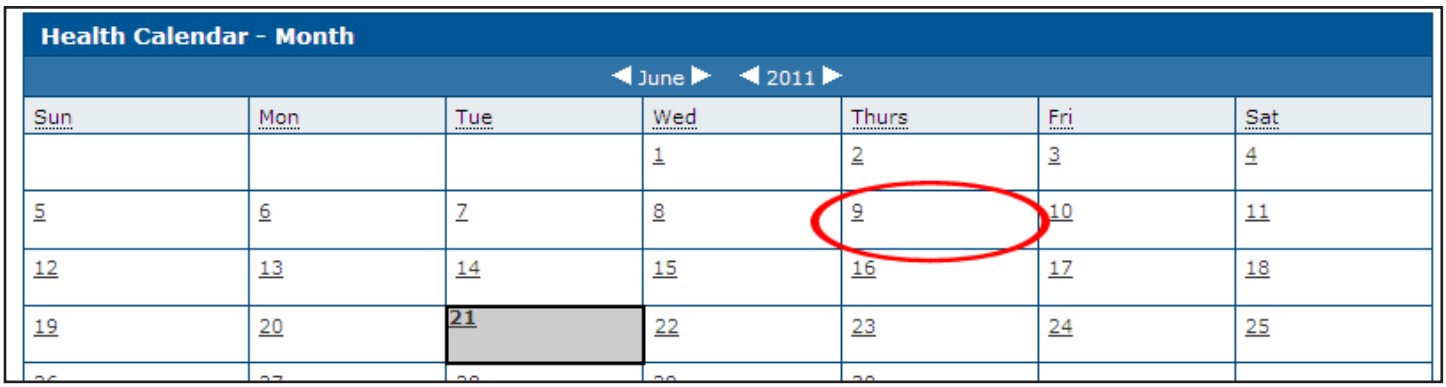
Demographic Information

Name	SHEAMANSMITH, CHARLENE DPT Clinician	Provider ID	1073839197	Phone	(307) 637-4617
Address	HANDS ON PHYSICAL THERAPY 4016 LARAMIE ST Map Driving Directions	UPIN Provider NPI		After Hours Phone	None
City State Zip	CHEYENNE, WY 82001	Office Hours		Fax	(307) 637-2306

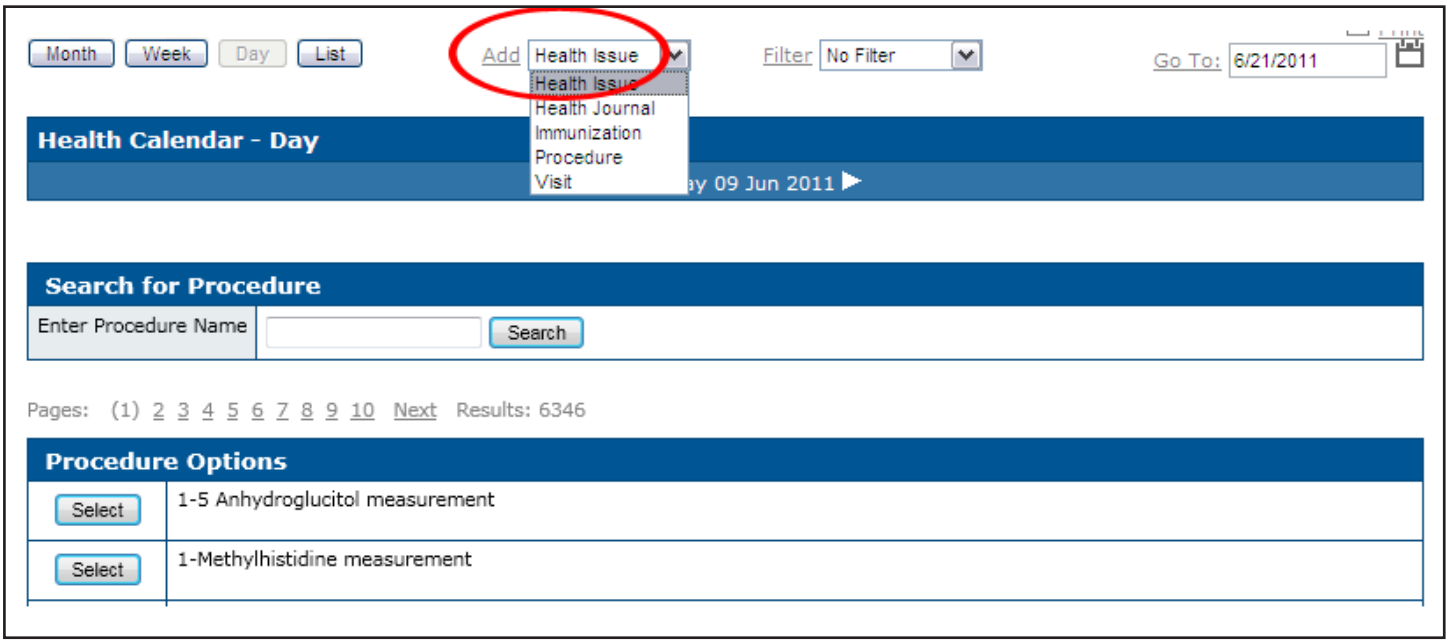
Health Calendar

To view your Health Calendar Click here.

The Health Calendar lists Visits, Procedures, Immunizations, Health Journal, and Health Issues. The Health Calendar may be displayed by month, week, day, or as a list. You can add an item to the health calendar through the Medical History, My Plan for Health, and Visit Summary link in the left navigation menu, or by using the Add list located above the health calendar. Note: Free text can only be added through the Health Calendar's Add link. You can use the Filter field to view only specific items or the Go To field (at the top of the Health Calendar) to view a specific date. Type the desired date or click the small calendar to choose from a calendar selection.

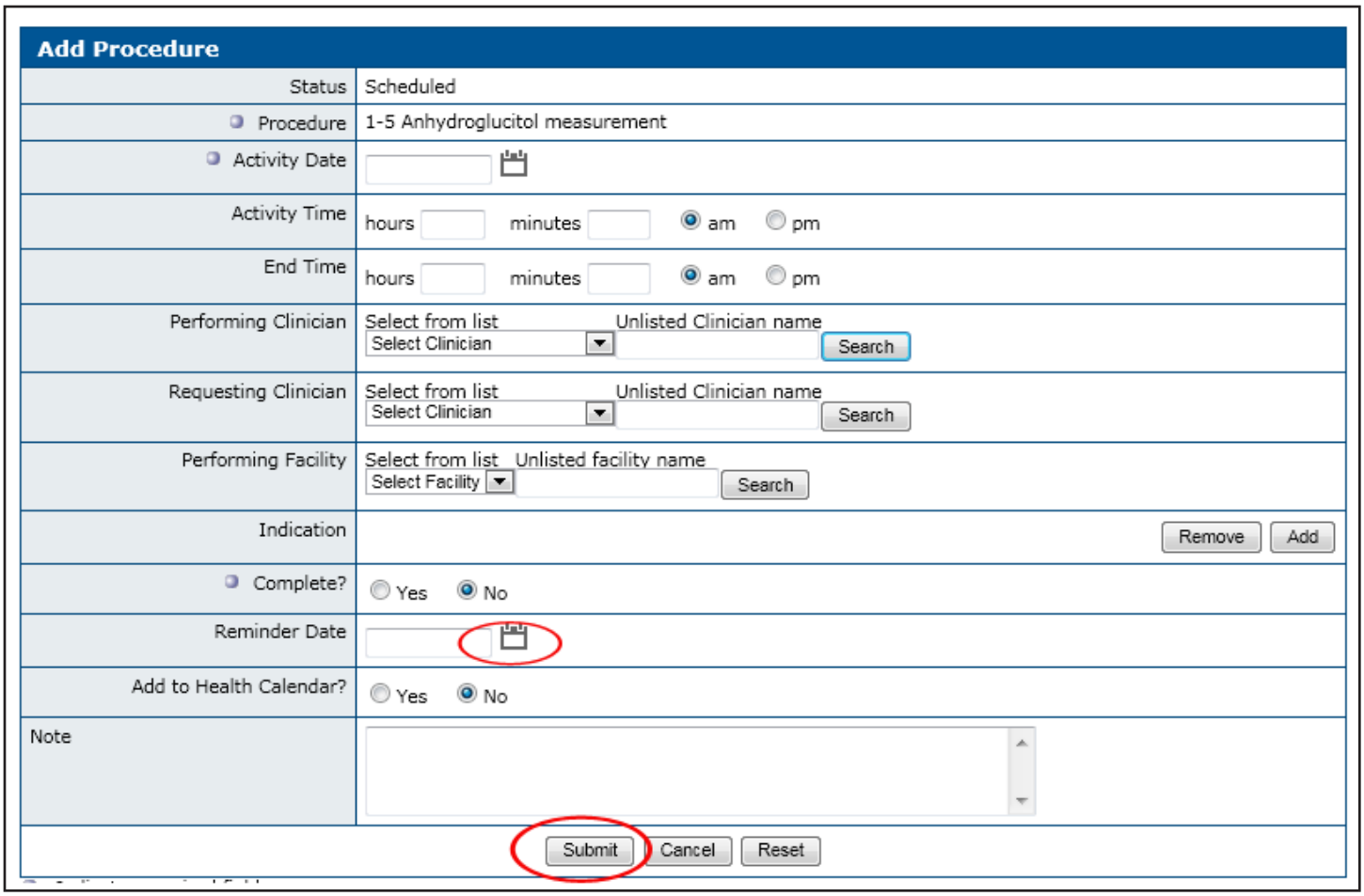


You can search for a procedure or select a procedure from the Procedure Options list. To add a procedure with the calendar open select Procedure from the Add drop-down list and click Add. Search for a specific procedure or locate the desired procedure from the Procedure Options list and click the Select button next to the procedure.

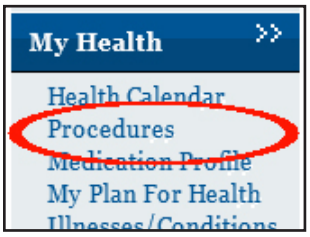


Health Calendar Cont.

Fill in all required fields with the appropriate information for this procedure.
In the Complete field, only select yes if the procedure has been completed. Selecting yes before the procedure activity date has passed will cause an error message to appear. Click here to add a reminder date to your health calendar. Click submit.

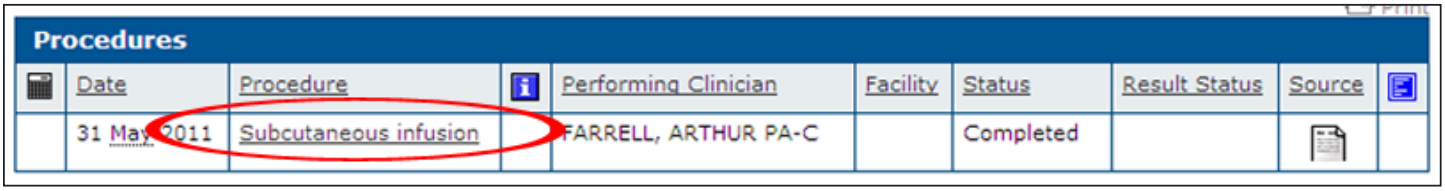


Procedures

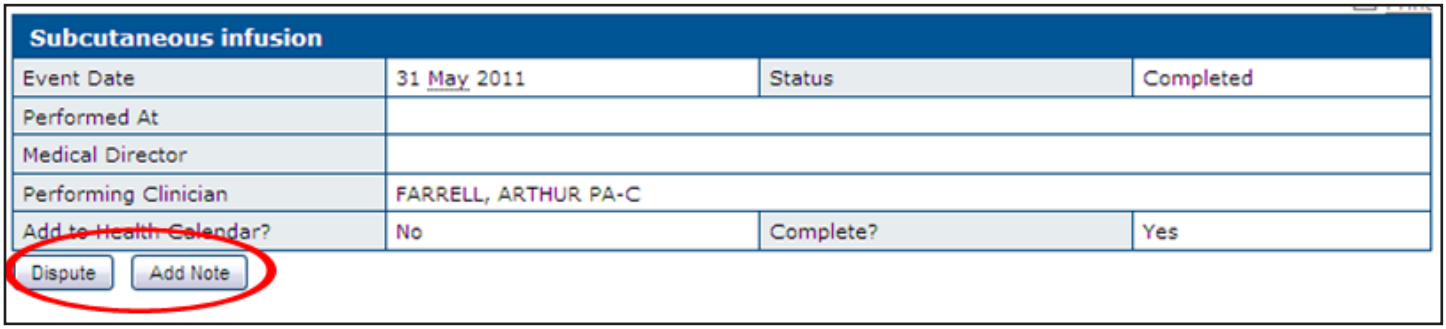


To view Procedures, click here.

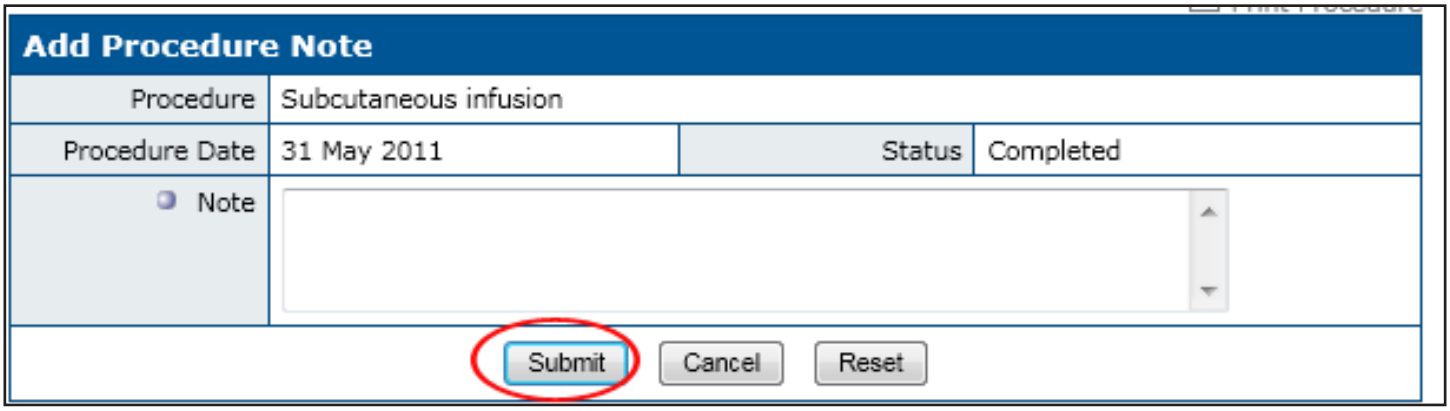
To view specific information about your procedures, click the procedure name.



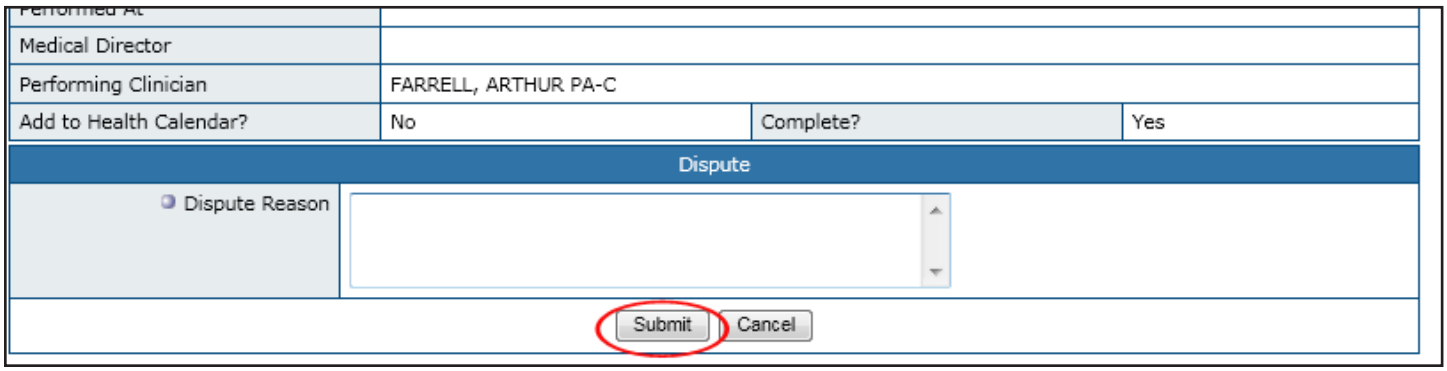
Here you can dispute or add notes about the procedure.



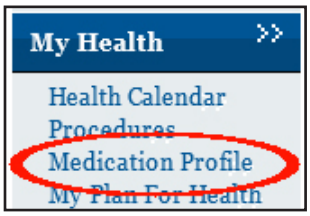
To add a note type text into the text box and click Submit.



To dispute type your reason into the text box and click Submit.

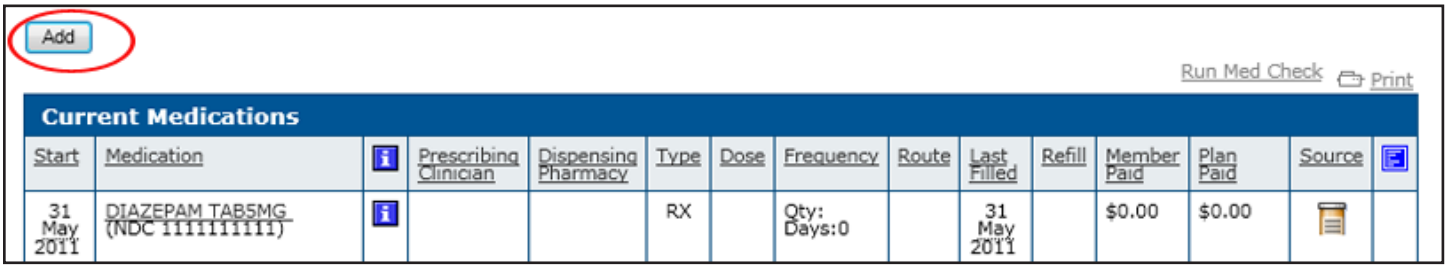


Medication Profile

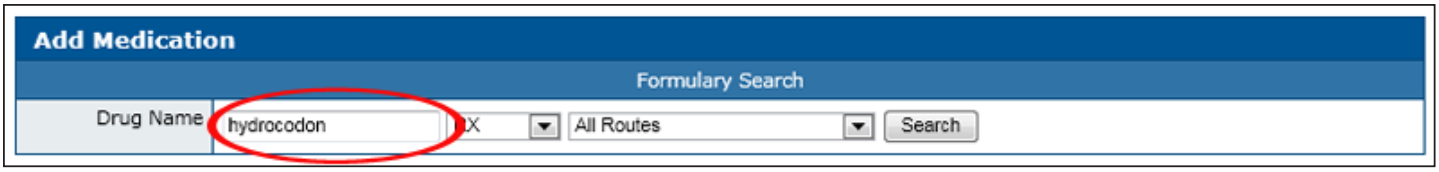


To view your Medication Profile, click here.

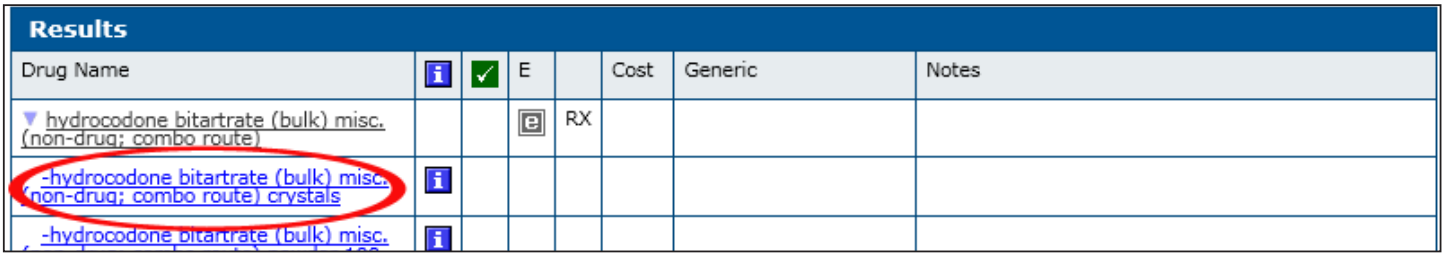
The Medication profile screen shows your medications. To add a medication, click here.



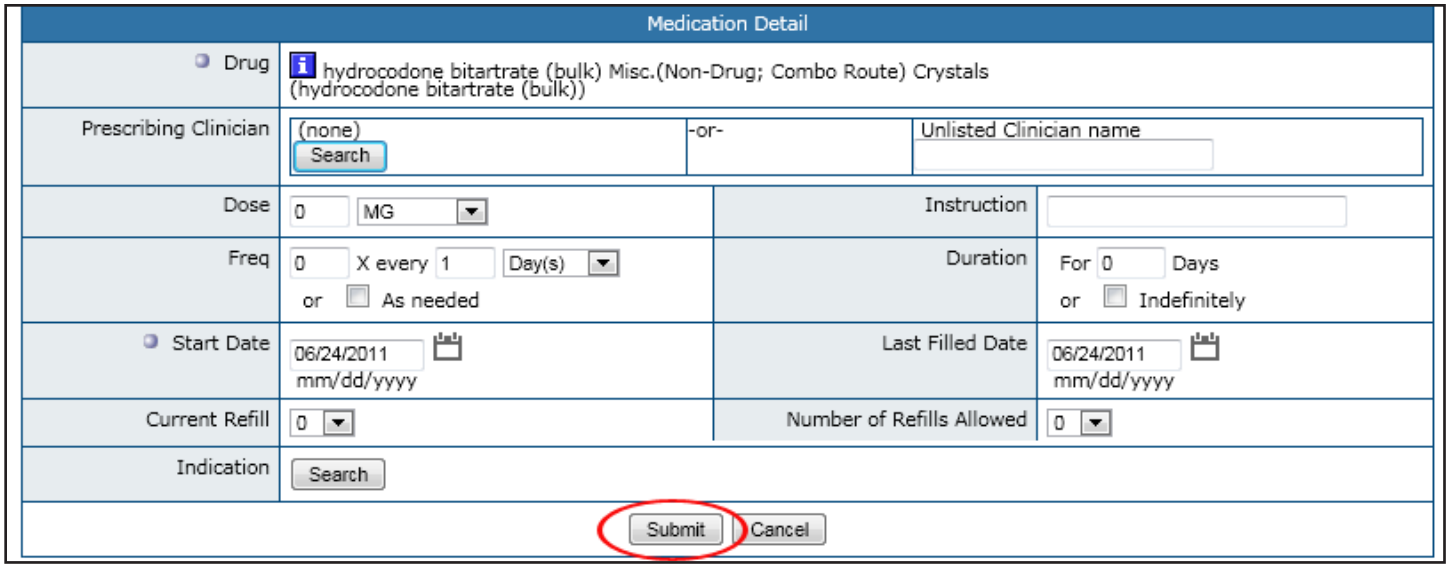
To add a medication to your Medication profile, use the formulary Search to look up the medication.



To select a medication, click on it's name.

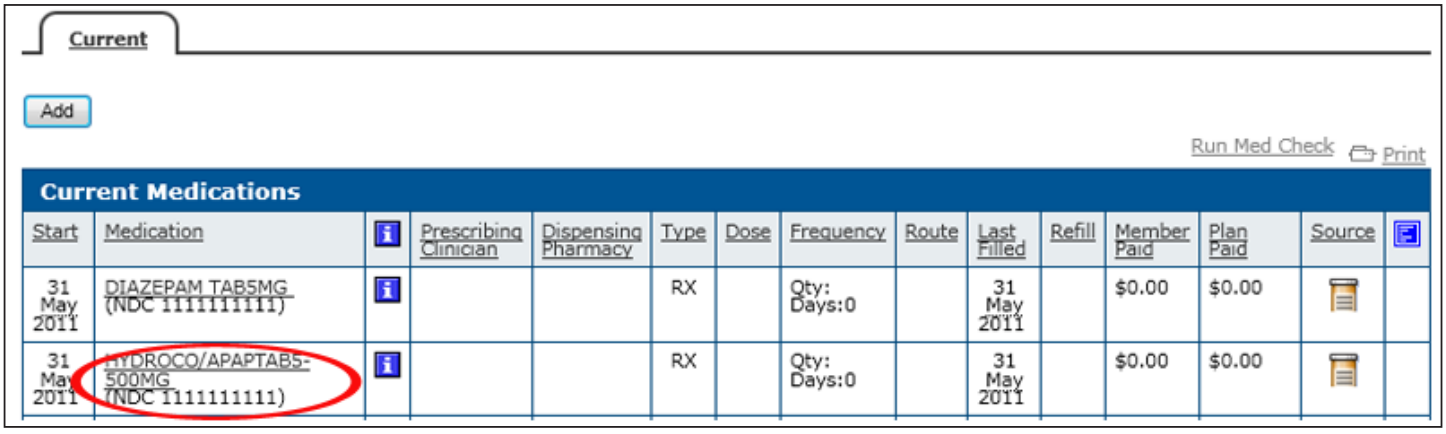


The selected drug will appear in the Add Medication screen's Drug field. Fill in all the fields with the appropriate information and click the Submit button.

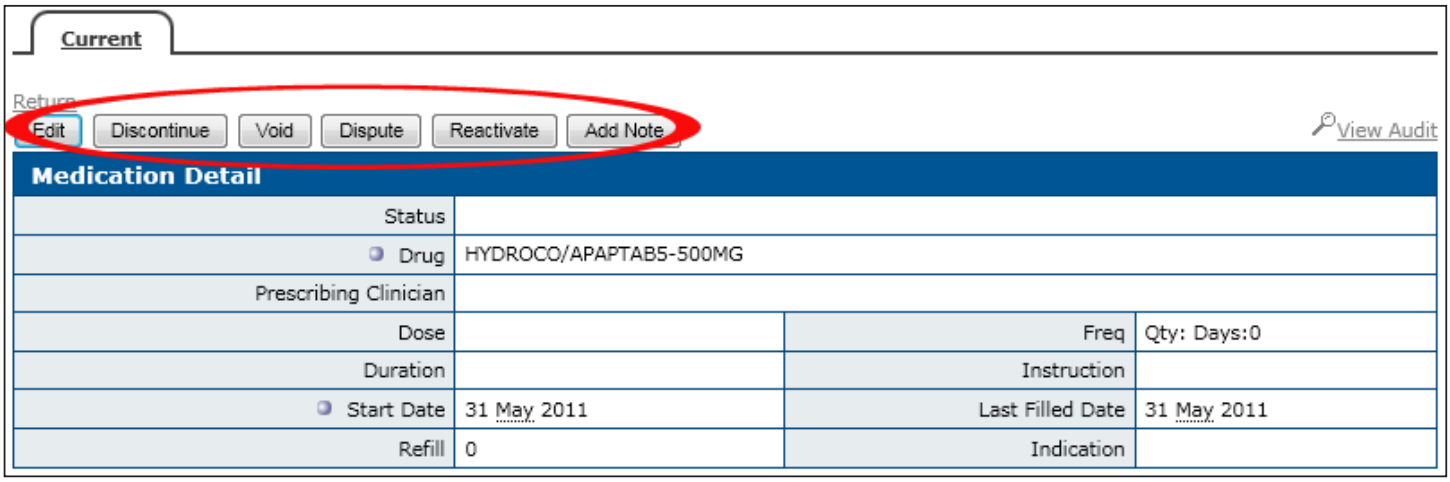


Medication Profile Cont.

This screen shows you the medication information on file. To view detailed information on a medication, click the medication name.



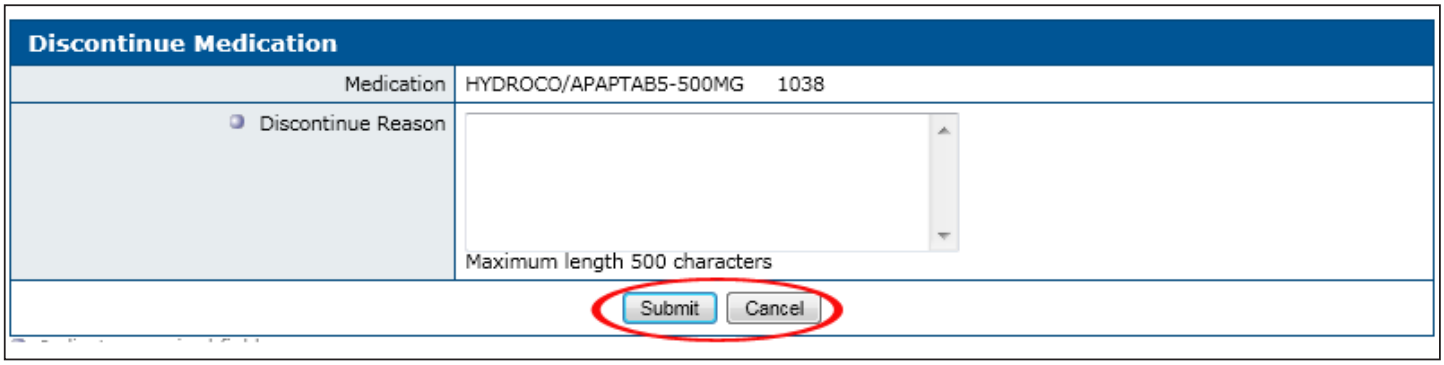
From here you can Edit, Discontinue, Void, Dispute Reactivate or Add notes to the medication.



To Edit a medication record click the Edit to edit button.
Click Save when finished editing.

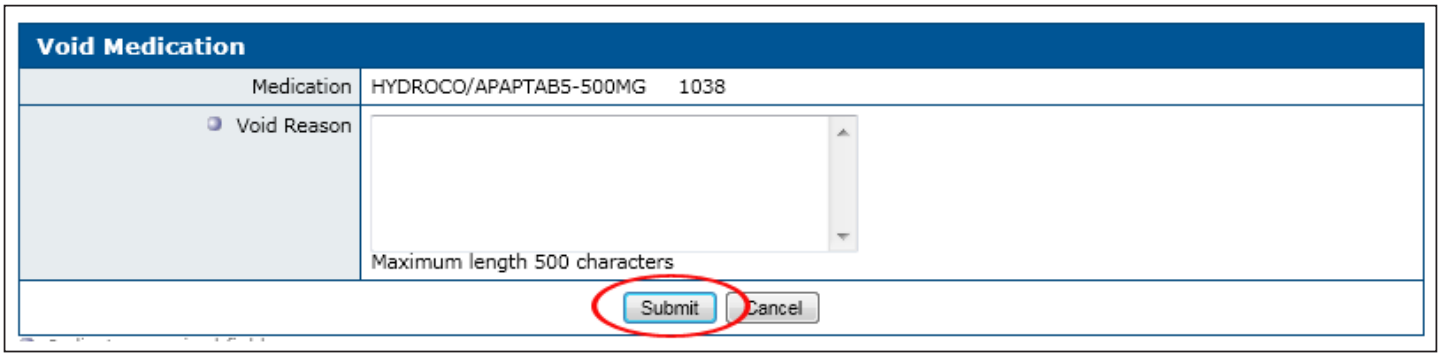
NO PHOTO AVAILABLE.

To discontinue a medication, click Discontinue.
Enter the reason the medication was discontinued and click submit.

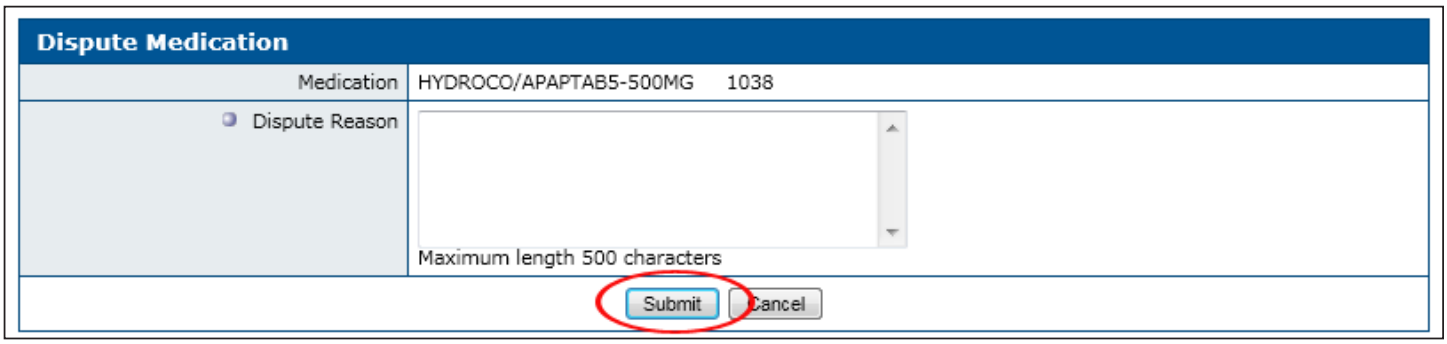


Medication Profile Cont.

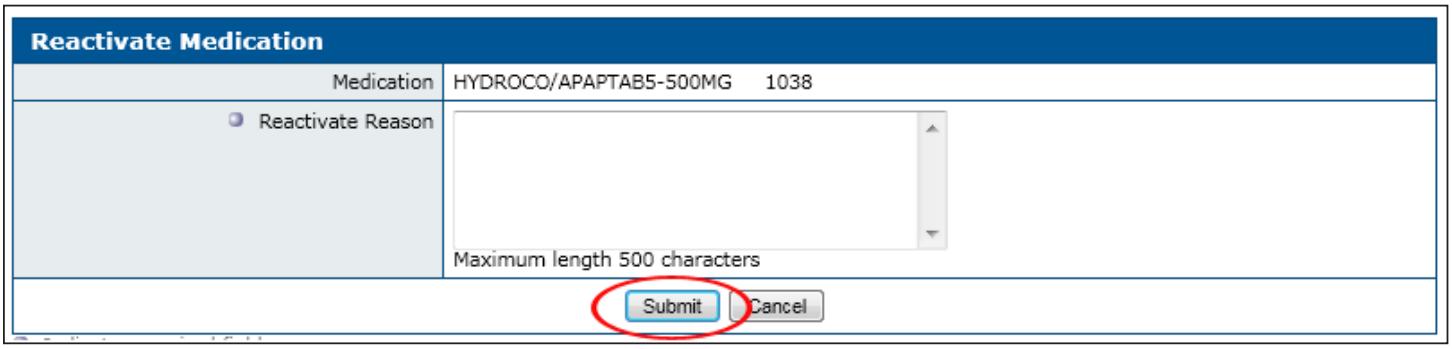
To void a medication, click Void. In the Void Reason field, provide the reason for voiding this medication and click submit.



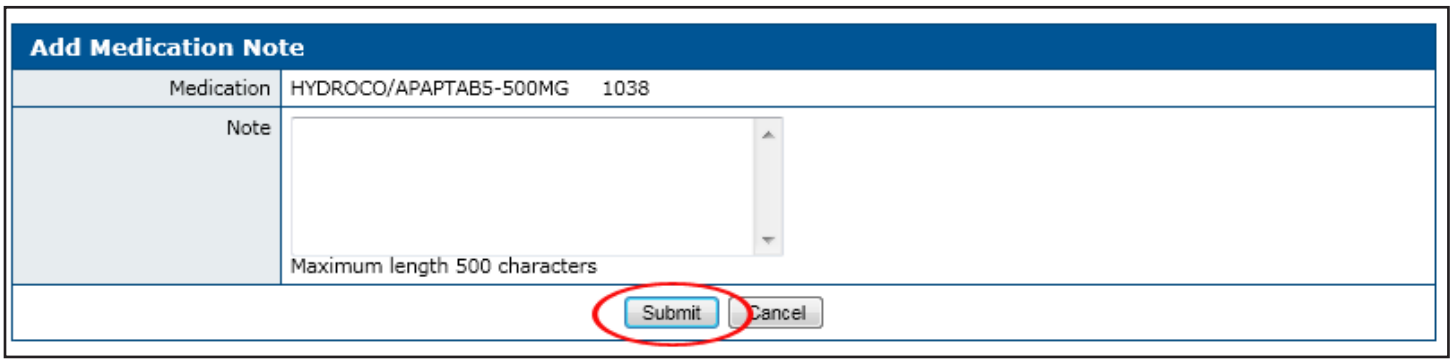
To dispute the medication, click Dispute. Type the reason for dispute and click Submit.



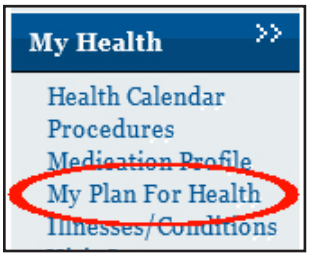
To reactivate the medication, click reactivate. Type the reason for reactivation and click Submit.



To add a note to a medication, click Add Note. Type the note to add and click submit.



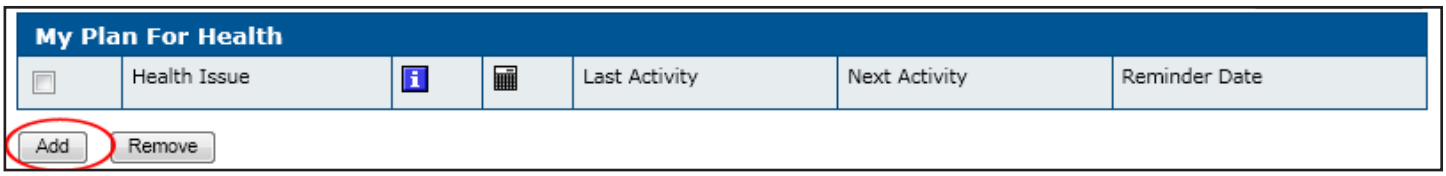
My Plan For Health



To view you're my Plan For Health, click here.

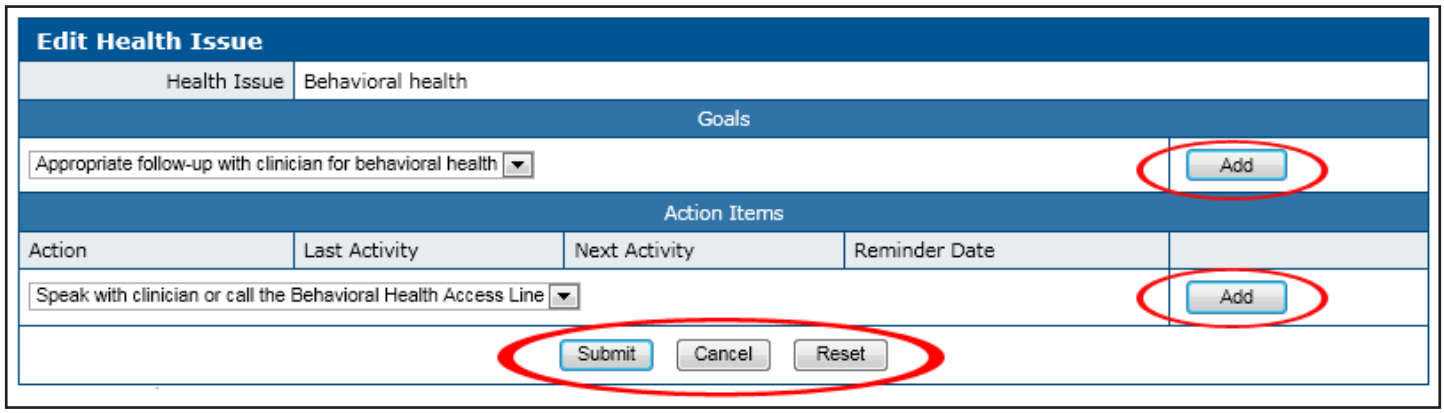
The My Plan For Health link enables members to add and edit health issues. Activities to improve those health issues can be scheduled by the member and displayed on their Health Calendar.

To add a health issue, click the Add button.

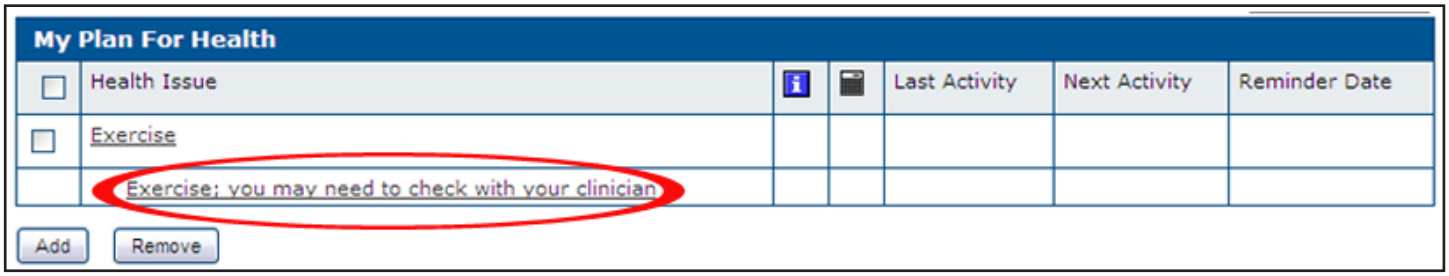


Search for a specific health issue or select an issue from the list by clicking the Select button.

The Edit Health Issue screen opens. Select Goals and Action Items from the lists and click the Add button. Click the Submit when you have finished.

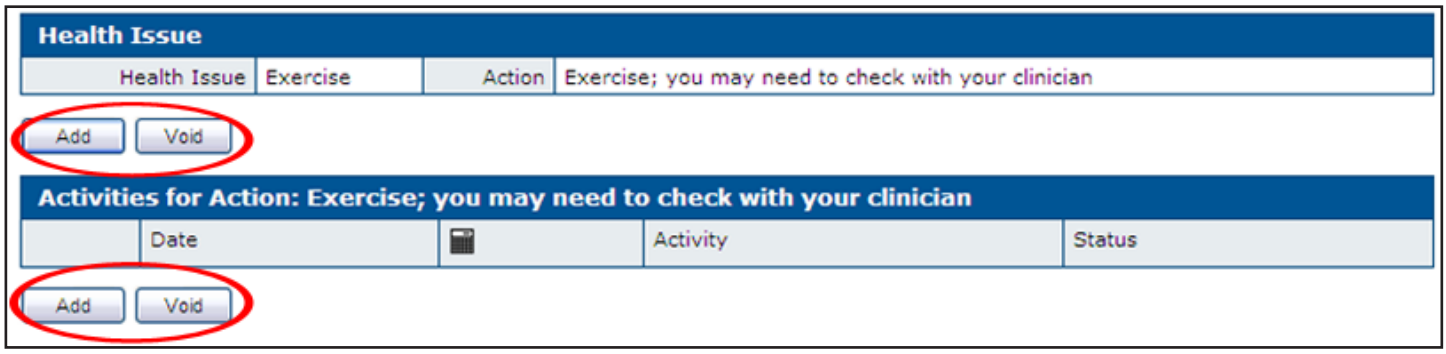


Some Health Issues can be associated with Activities.
To add an Activity, click on the link to an Action in your Health Issues list.

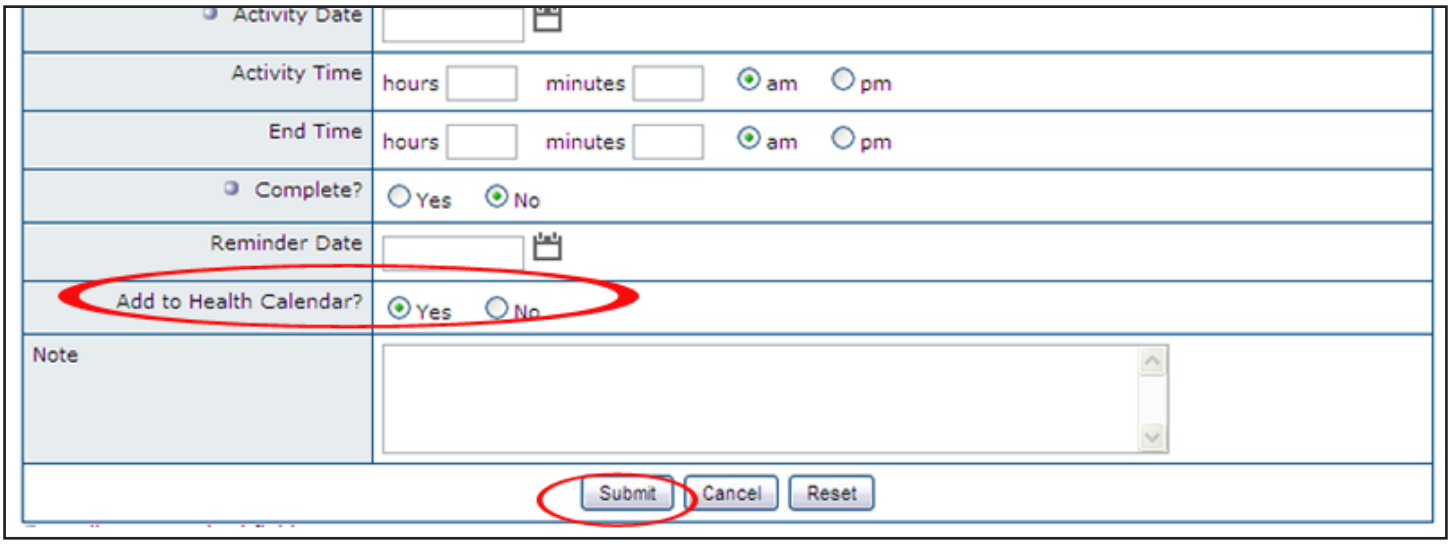


My Plan For Health Cont.

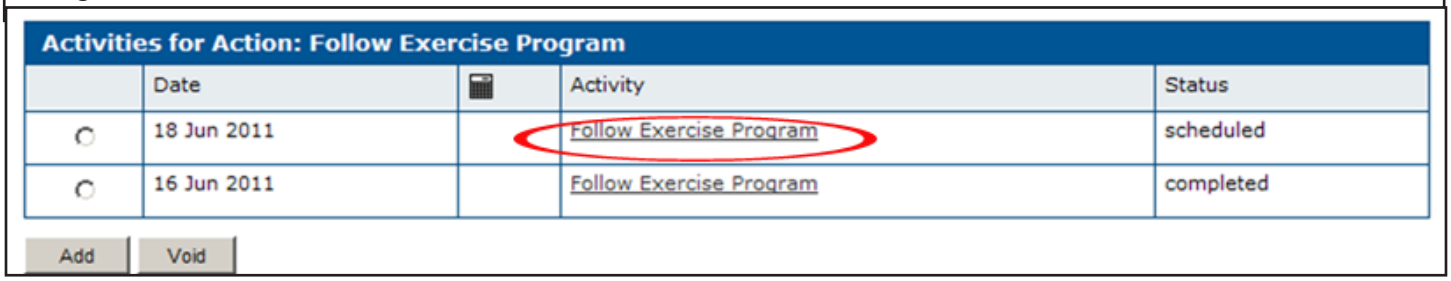
Click the Add button above or below the Activities for Action.



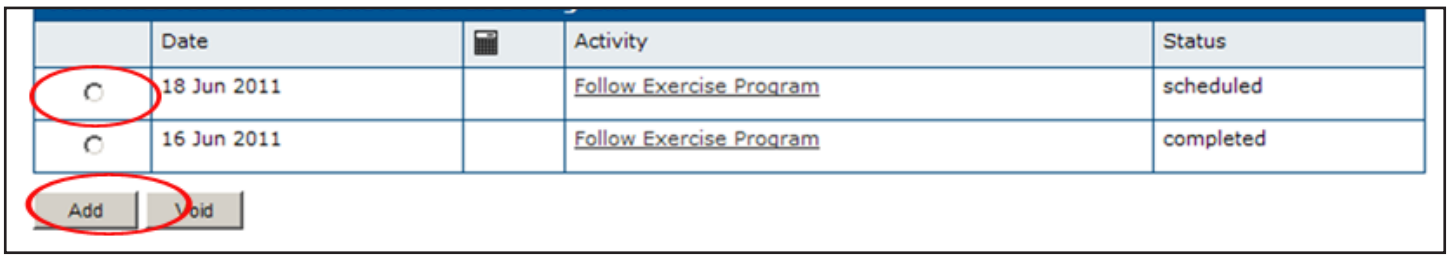
Fill out detailed information regarding when you would like to proceed with the health activity. If you have already completed the activity, click the complete option button. To add the activity to your Health Calendar, click the yes option button. Add any additional notes.



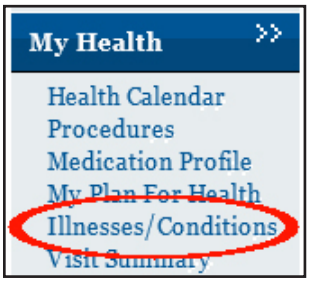
You can void or add another activity by clicking on the activity. Click in the activity. Make the desired changes and click the Submit button.



To remove a health issue, locate the desired issue in you're my Plan for Health list and click the check box to select that health issue and click the Remove button. It will be removed from you're my Plan

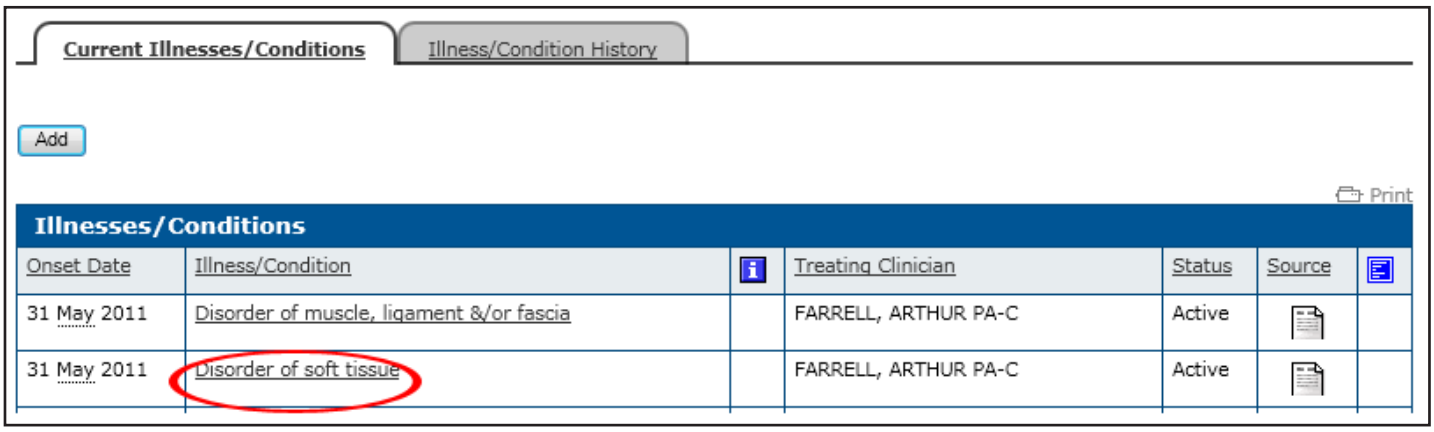


Illnesses/Conditions

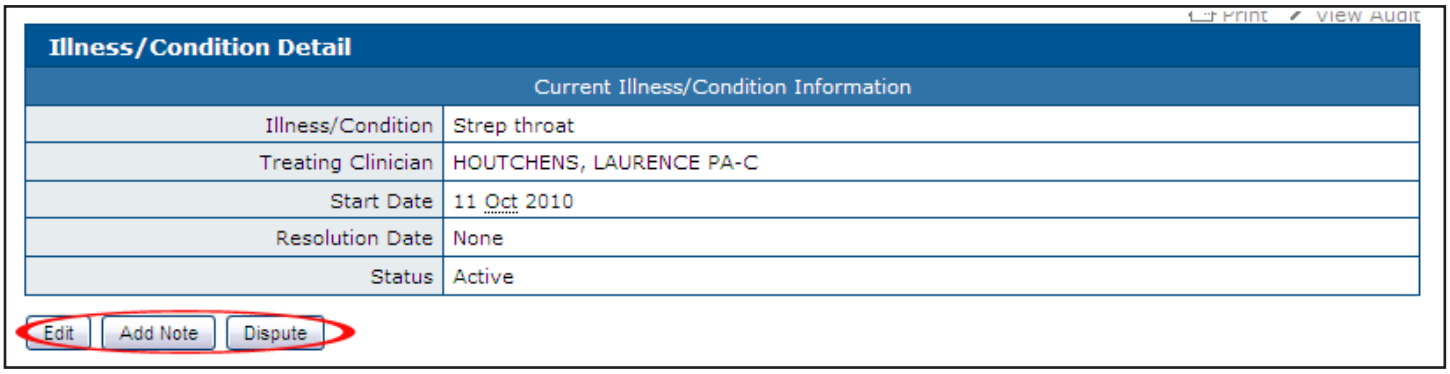


To view your Illnesses/Conditions, click here.

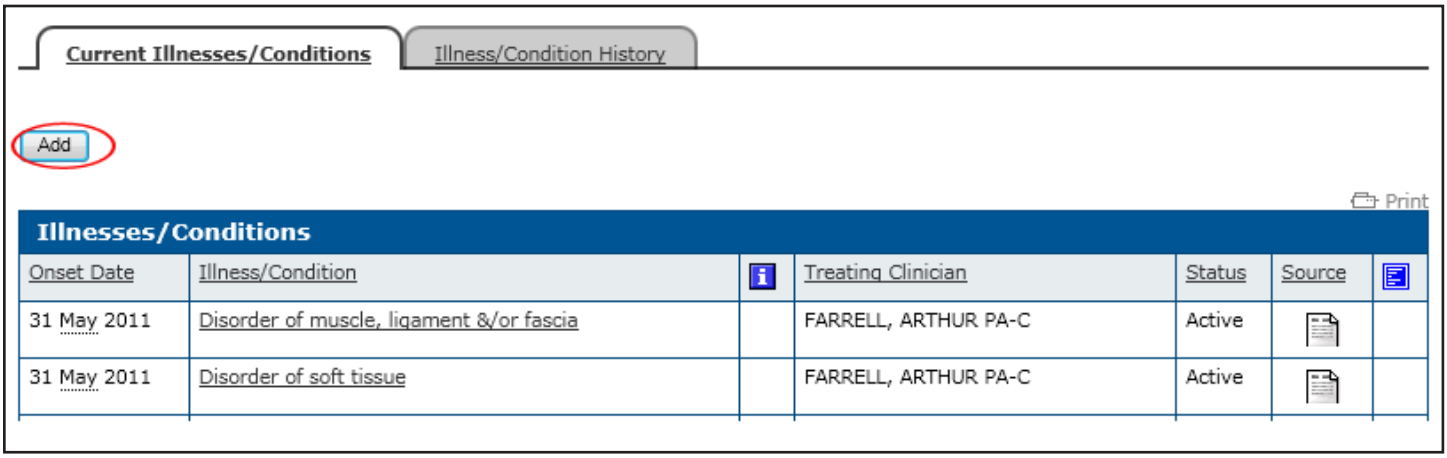
Select the Illness/Condition you would like to view.



You can Edit, Add Notes or Dispute.

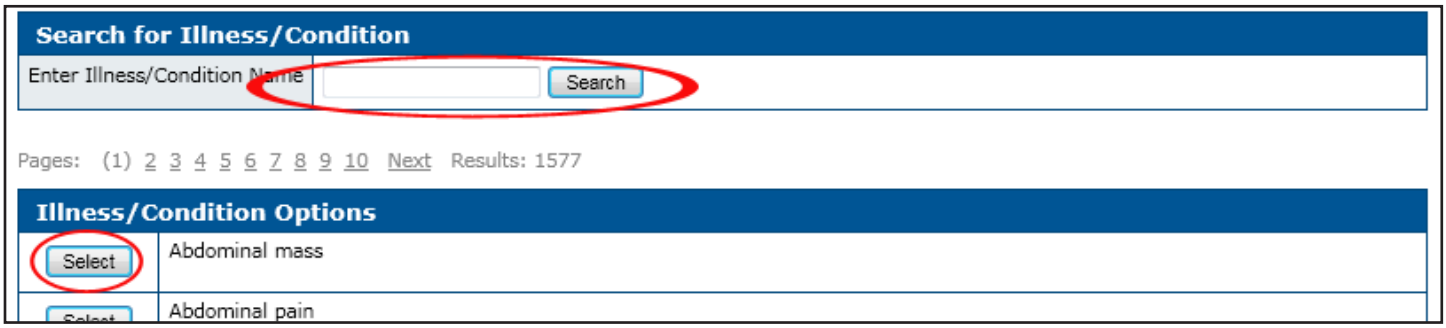


The current Illnesses/Conditions screen shoes the illnesses/conditions that you are currently being treated for and a history of past illnesses and conditions. To add to this list, click the Add button.

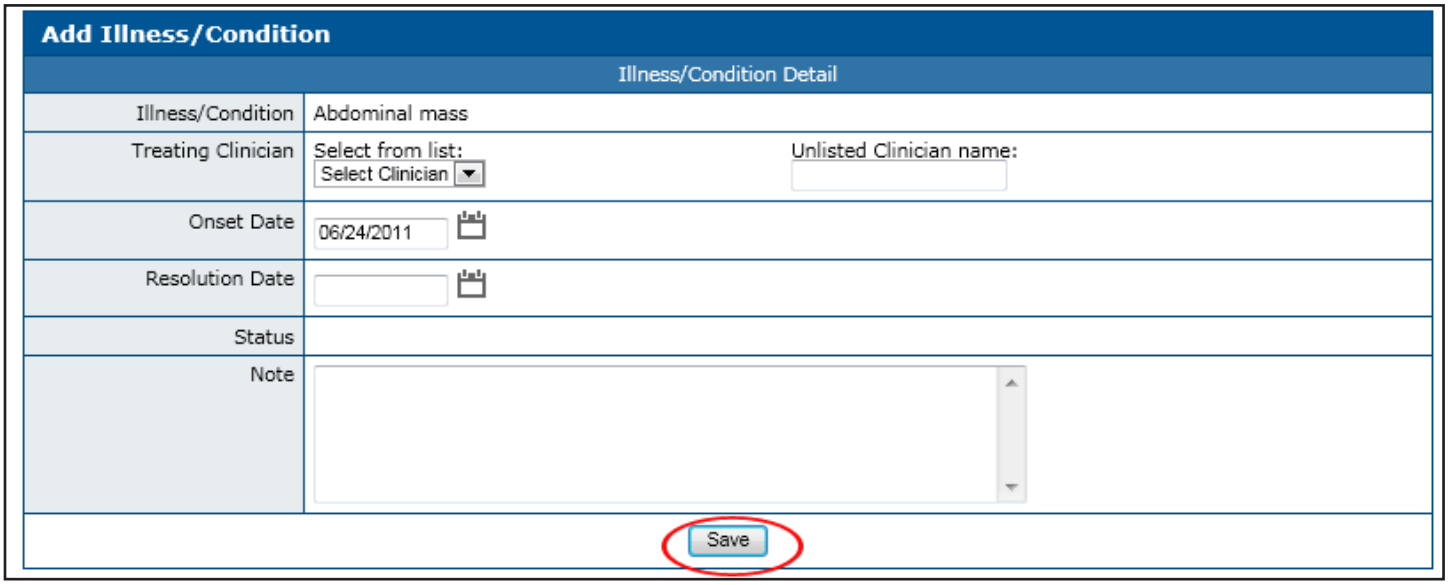


Illnesses/Conditions Cont.

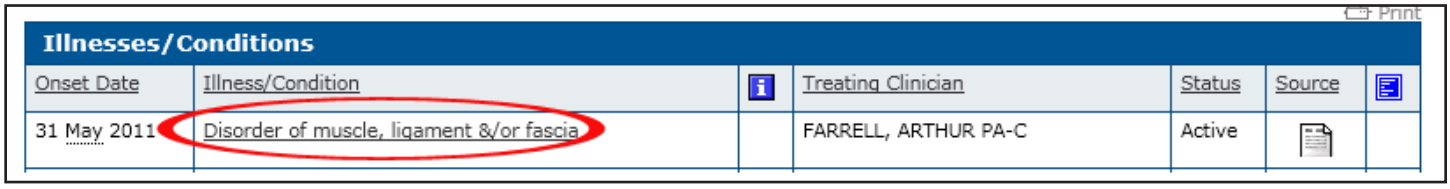
You can search for an Illness/Condition or select an Illness/Condition from the Illness/Condition Options list. To add and Illness/Condition, use the search function or locate the desired illness/condition from the Illness/Condition Options list and click the Select button.



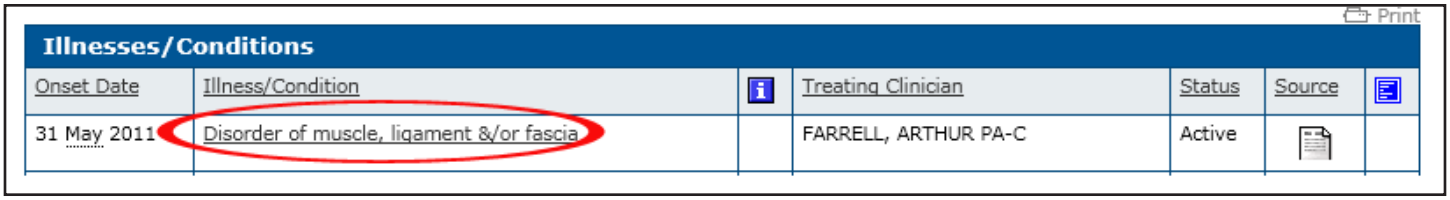
Fill in all required fields with the appropriate information.



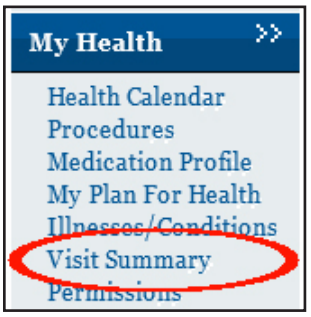
When you click on an illness condition link on the Current Illnesses/Conditions summary page, the Illness/Condition Detail will display.



You can edit, void or add a note to the illness/condition by clicking the appropriate button.

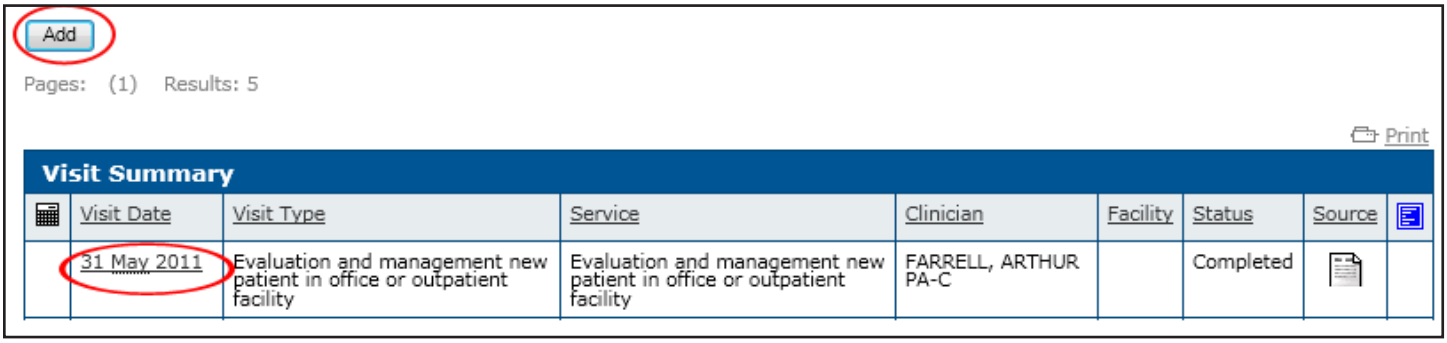


Visit Summary

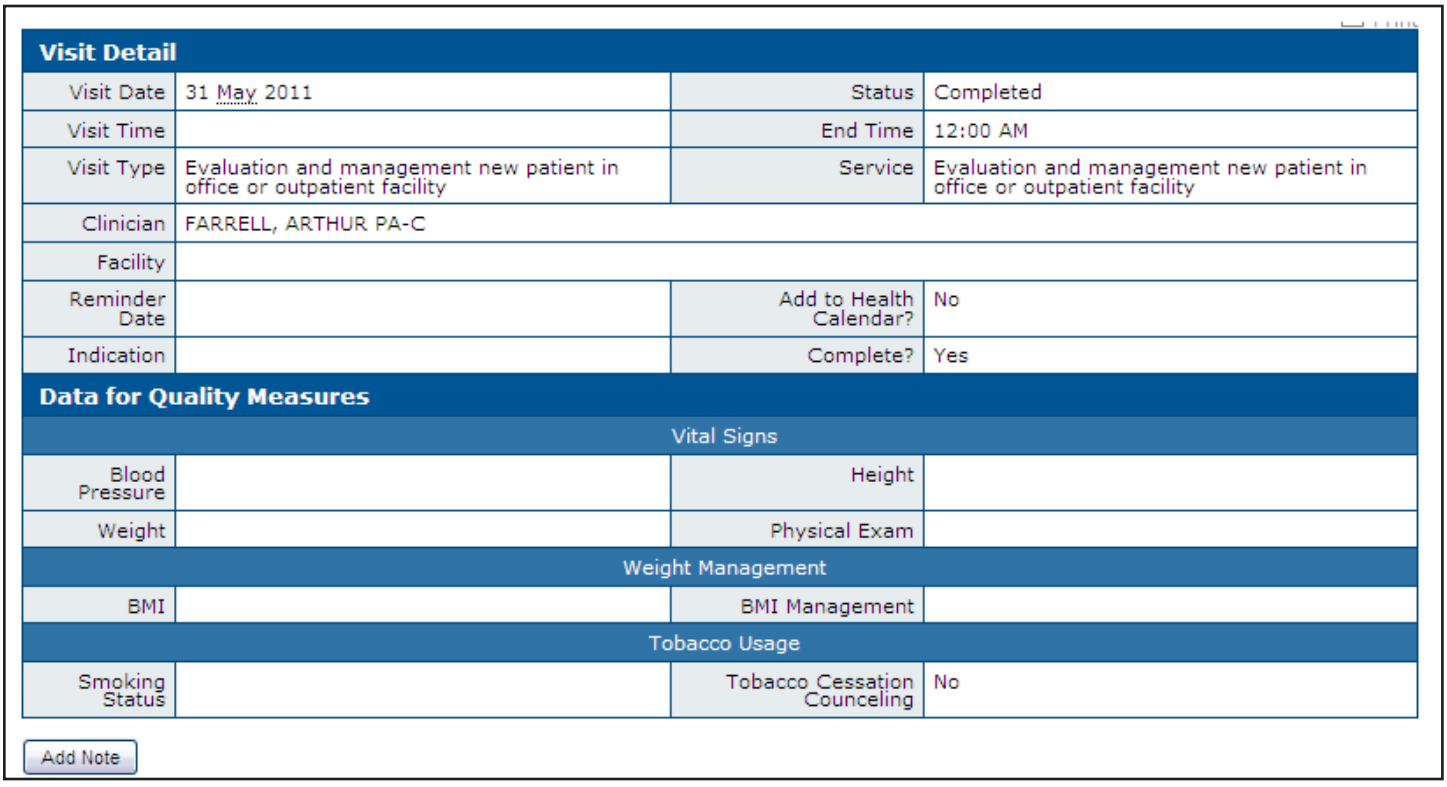


To view Visit Summary, click here.

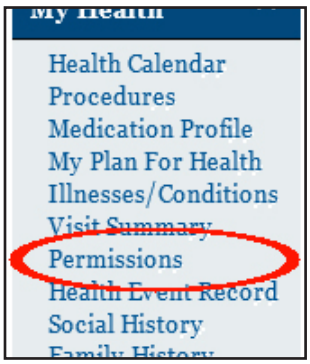
The Visit Summary screen displays a summary of your medical visits. To add to the list, click the Add button. When you click on the visit date hyperlink in the Visit Summary screen, the Visit Detail screen will open for the visit that you selected.



You can edit, void or add a note to the visit.



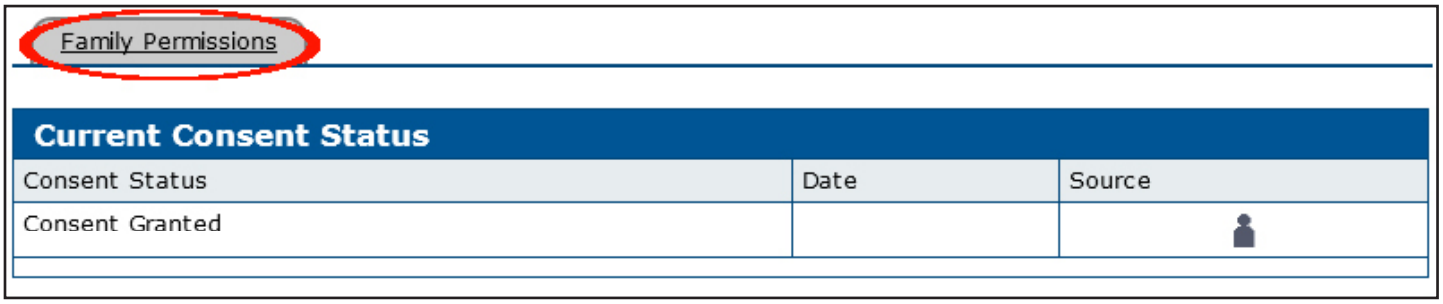
Permissions



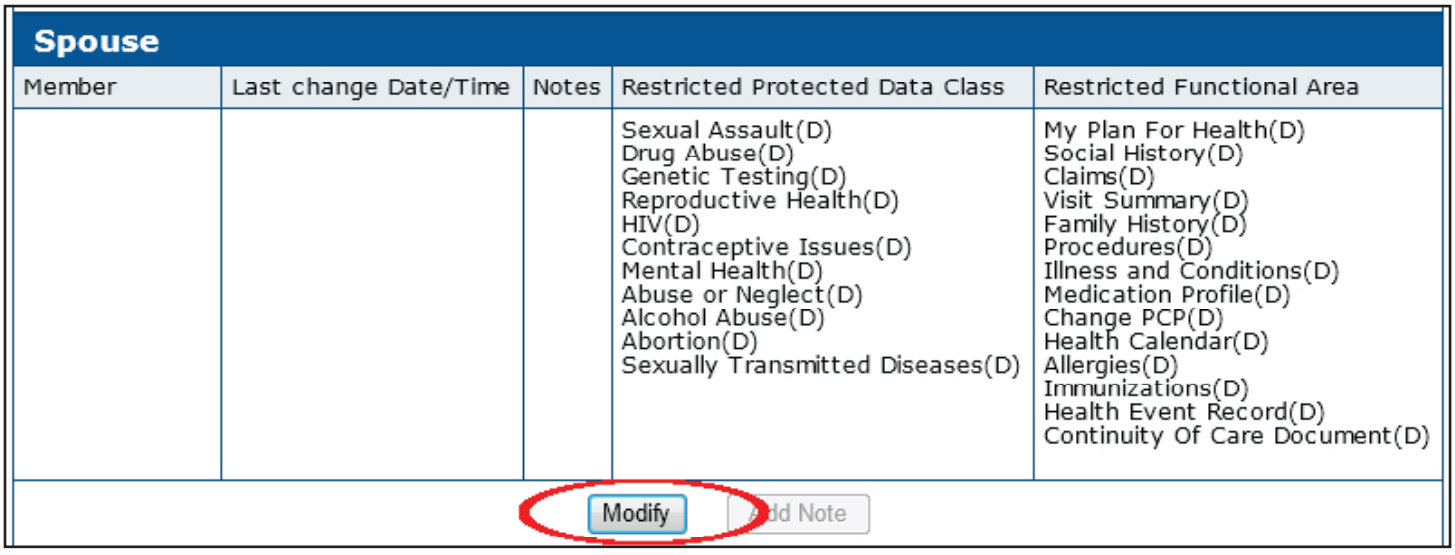
To view Permissions, click here.

WINConnect gives you private access to your health information but allows you, through the permissions tab, to grant access to your spouse or dependents to view your information if they are on the same health plan as you. The data in the permissions section is separated into two sections, protected data classes and functional areas. Protected data classes include any information related to things such as contraception, drug and alcohol abuse or mental health. You can choose whether you want anyone to see information related to these protected data classes. Functional areas are the areas throughout the portal, claims, visits, immunizations, medications etc., to which you can grant access.

Click on the Family Permission tab

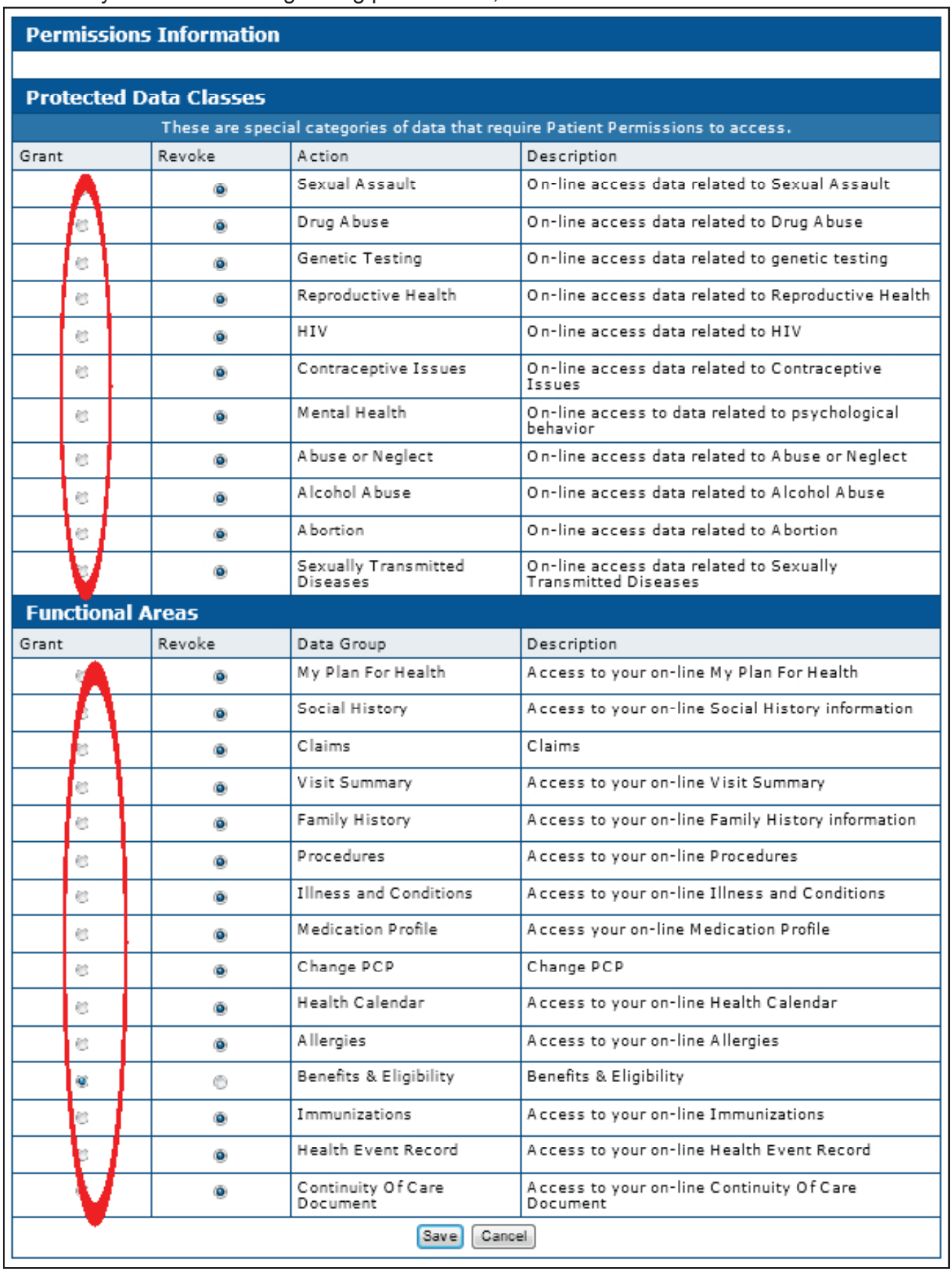


To grant access to your spouse, click modify under the spouse section. To grant access to your dependents, click modify under child dependents.



Permissions Cont.

You can then check grant access on any of the areas you wish to give the individual permission to view. Once you have finished granting permissions, click save.



Permissions Information

Protected Data Classes

These are special categories of data that require Patient Permissions to access.

Grant	Revoke	Action	Description
		Sexual Assault	On-line access data related to Sexual Assault
		Drug Abuse	On-line access data related to Drug Abuse
		Genetic Testing	On-line access data related to genetic testing
		Reproductive Health	On-line access data related to Reproductive Health
		HIV	On-line access data related to HIV
		Contraceptive Issues	On-line access data related to Contraceptive Issues
		Mental Health	On-line access to data related to psychological behavior
		Abuse or Neglect	On-line access data related to Abuse or Neglect
		Alcohol Abuse	On-line access data related to Alcohol Abuse
		Abortion	On-line access data related to Abortion
		Sexually Transmitted Diseases	On-line access data related to Sexually Transmitted Diseases

Functional Areas

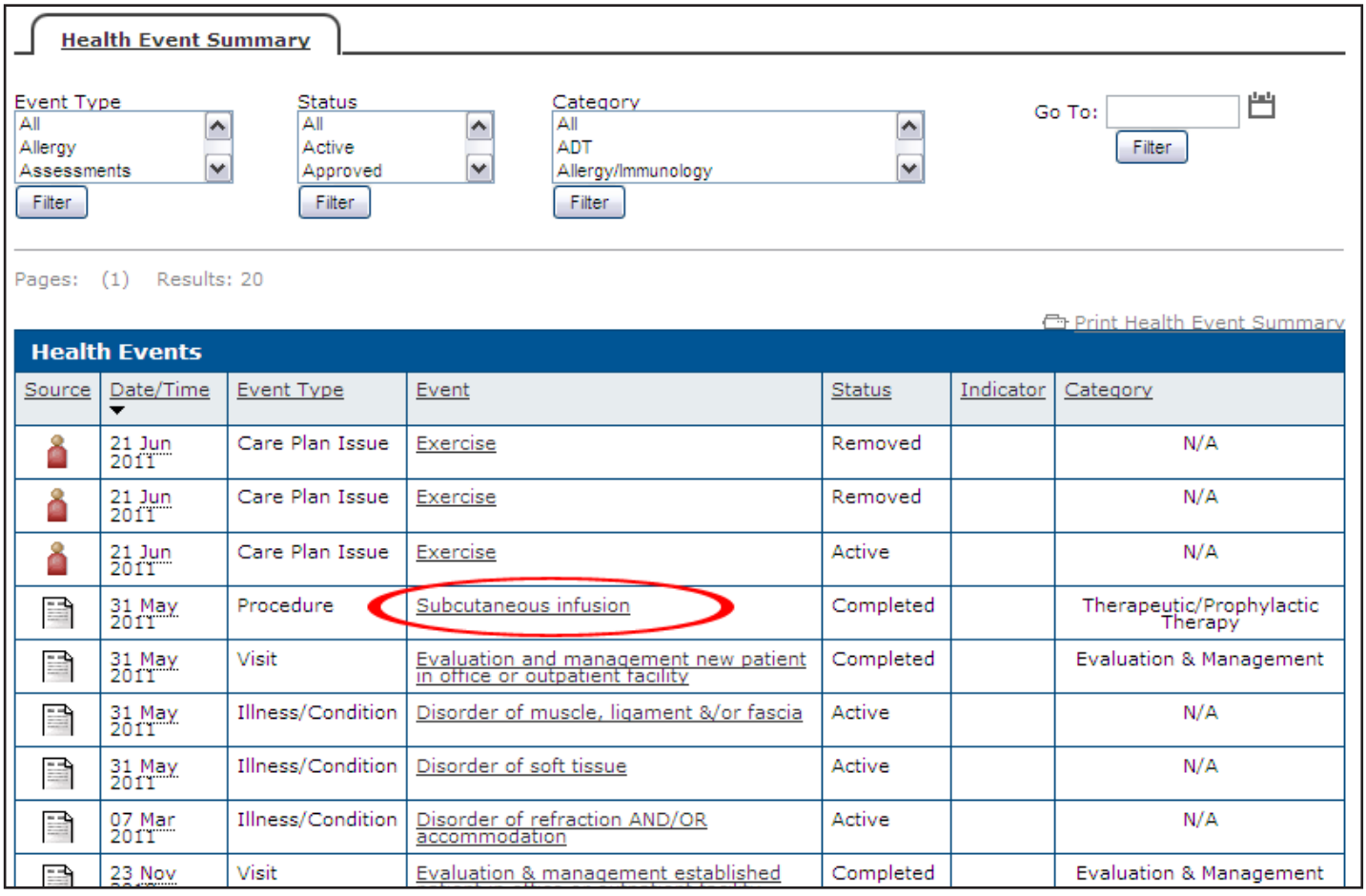
Grant	Revoke	Data Group	Description
		My Plan For Health	Access to your on-line My Plan For Health
		Social History	Access to your on-line Social History information
		Claims	Claims
		Visit Summary	Access to your on-line Visit Summary
		Family History	Access to your on-line Family History information
		Procedures	Access to your on-line Procedures
		Illness and Conditions	Access to your on-line Illness and Conditions
		Medication Profile	Access your on-line Medication Profile
		Change PCP	Change PCP
		Health Calendar	Access to your on-line Health Calendar
		Allergies	Access to your on-line Allergies
		Benefits & Eligibility	Benefits & Eligibility
		Immunizations	Access to your on-line Immunizations
		Health Event Record	Access to your on-line Health Event Record
		Continuity Of Care Document	Access to your on-line Continuity Of Care Document

Save Cancel

Health Event Record

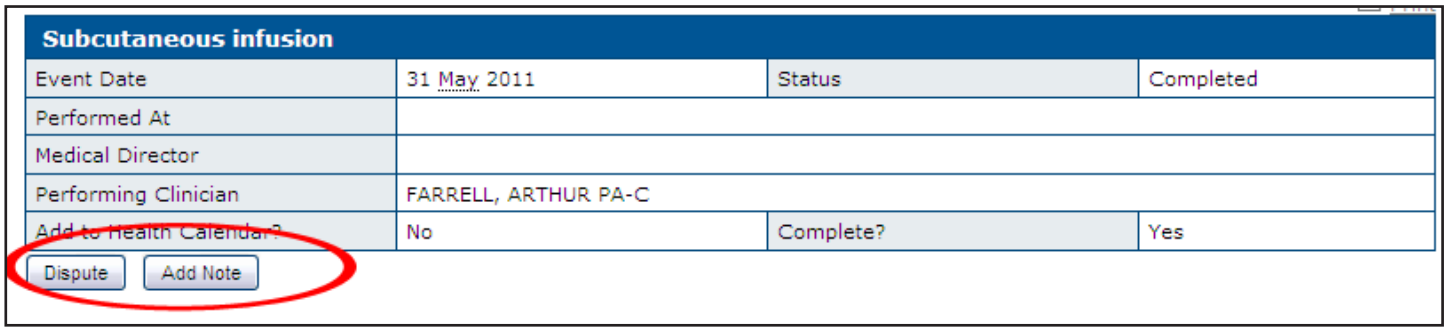
To view your Health Event Record, click here.

Click here to view an event.

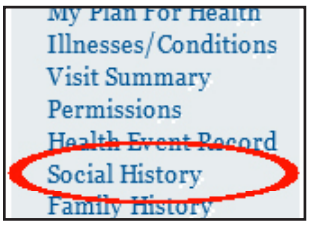


Source	Date/Time	Event Type	Event	Status	Indicator	Category
	21 Jun 2011	Care Plan Issue	Exercise	Removed		N/A
	21 Jun 2011	Care Plan Issue	Exercise	Removed		N/A
	21 Jun 2011	Care Plan Issue	Exercise	Active		N/A
	31 May 2011	Procedure	Subcutaneous infusion	Completed		Therapeutic/Prophylactic Therapy
	31 May 2011	Visit	Evaluation and management new patient in office or outpatient facility	Completed		Evaluation & Management
	31 May 2011	Illness/Condition	Disorder of muscle, ligament &/or fascia	Active		N/A
	31 May 2011	Illness/Condition	Disorder of soft tissue	Active		N/A
	07 Mar 2011	Illness/Condition	Disorder of refraction AND/OR accommodation	Active		N/A
	23 Nov	Visit	Evaluation & management established	Completed		Evaluation & Management

You can Add Notes or Dispute here.

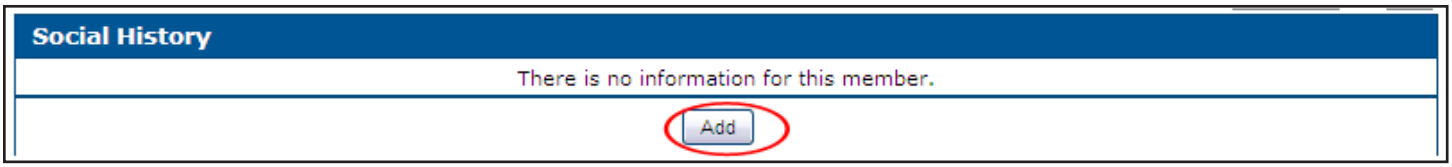


Social History

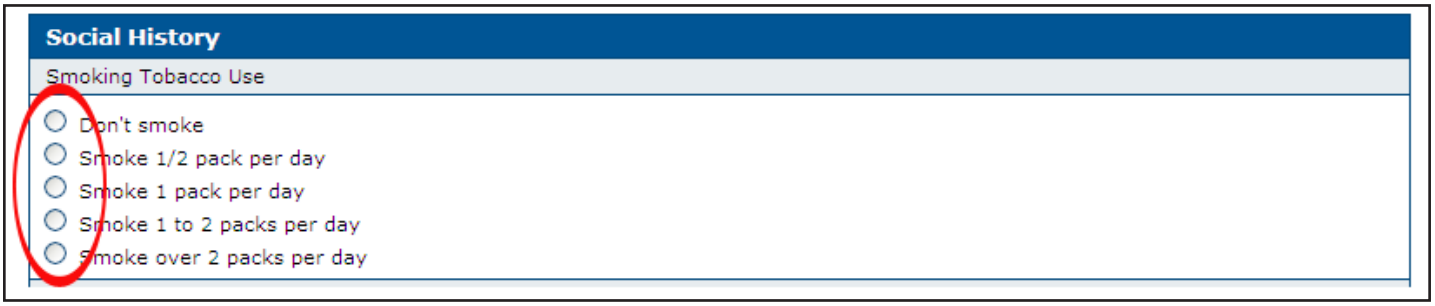


To view your Social History, click here.

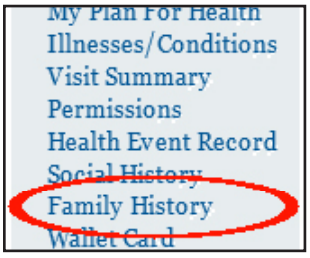
Click add to add your Social History.



The Social History form allows you to record health habits that are related to your lifestyle such as tobacco, alcohol and drug use. Click to select the option in each category that applies most to you and click the continue button.

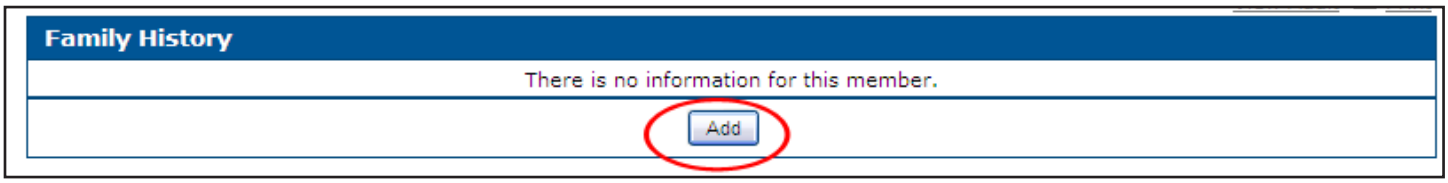

Social History
Smoking Tobacco Use
Don't smoke
Smoke 1/2 pack per day
Smoke 1 pack per day
Smoke 1 to 2 packs per day
Smoke over 2 packs per day

Family History

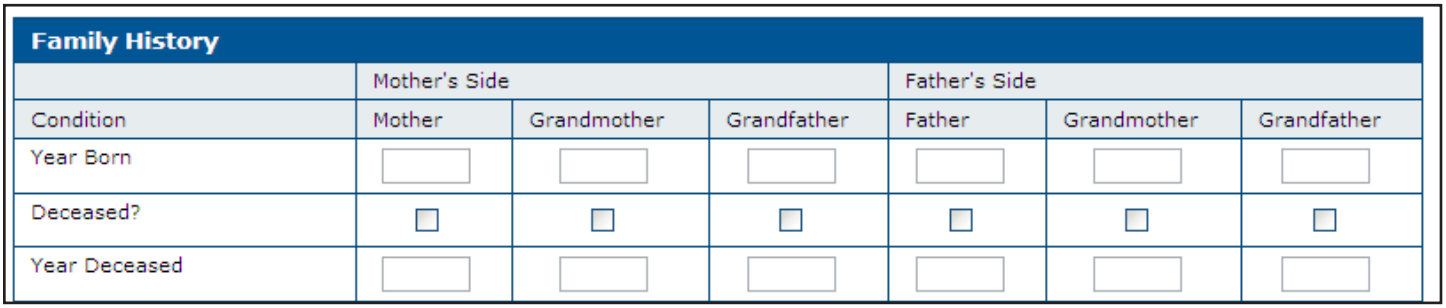


To view your Family History, click here.

Click add to add to your Family History.



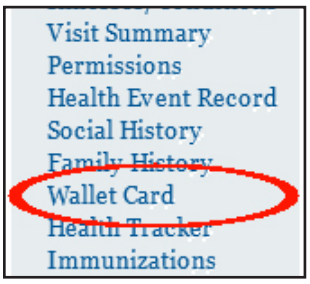
The Family History form helps you track medical conditions that exist in the maternal or parental sides of your family.



Family History

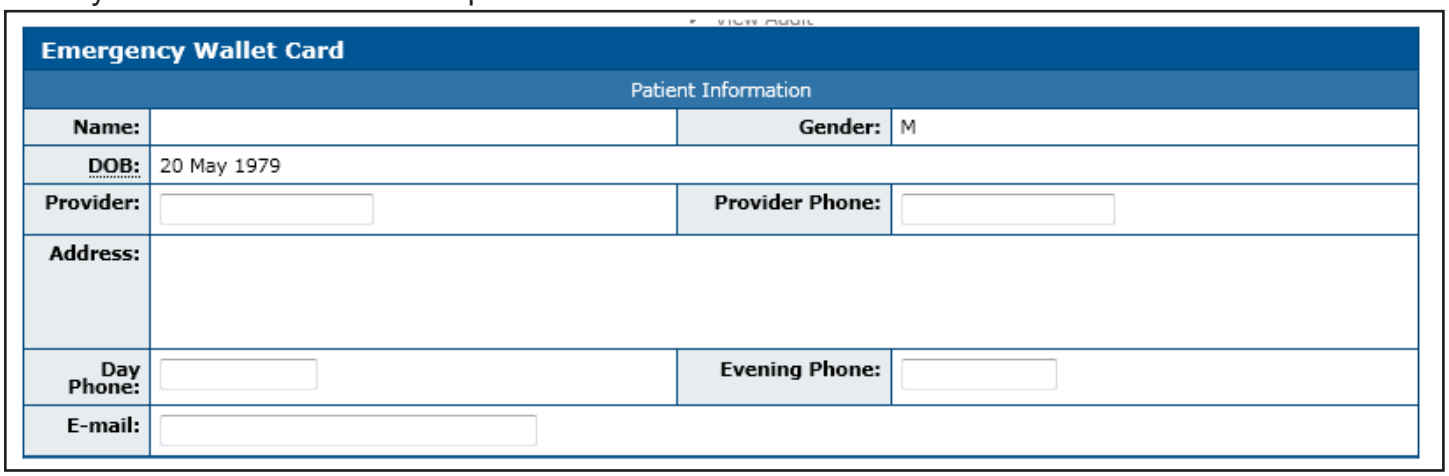
	Mother's Side			Father's Side		
Condition	Mother	Grandmother	Grandfather	Father	Grandmother	Grandfather
Year Born						
Deceased?	☐	☐	☐	☐	☐	☐
Year Deceased						

Wallet Card



To view your Wallet Card, click here.

Use the Wallet Card form to customize and print a card with important emergency information that you can carry with you. The Emergency Wallet Card screen allows you to record the following: Emergency Contacts, Advance Directives (including Living Will and Durable Power of Attorney information), Current Medications, Health Issues, and Allergy information. Click to check the box next to items you wish to include on the printed wallet card.

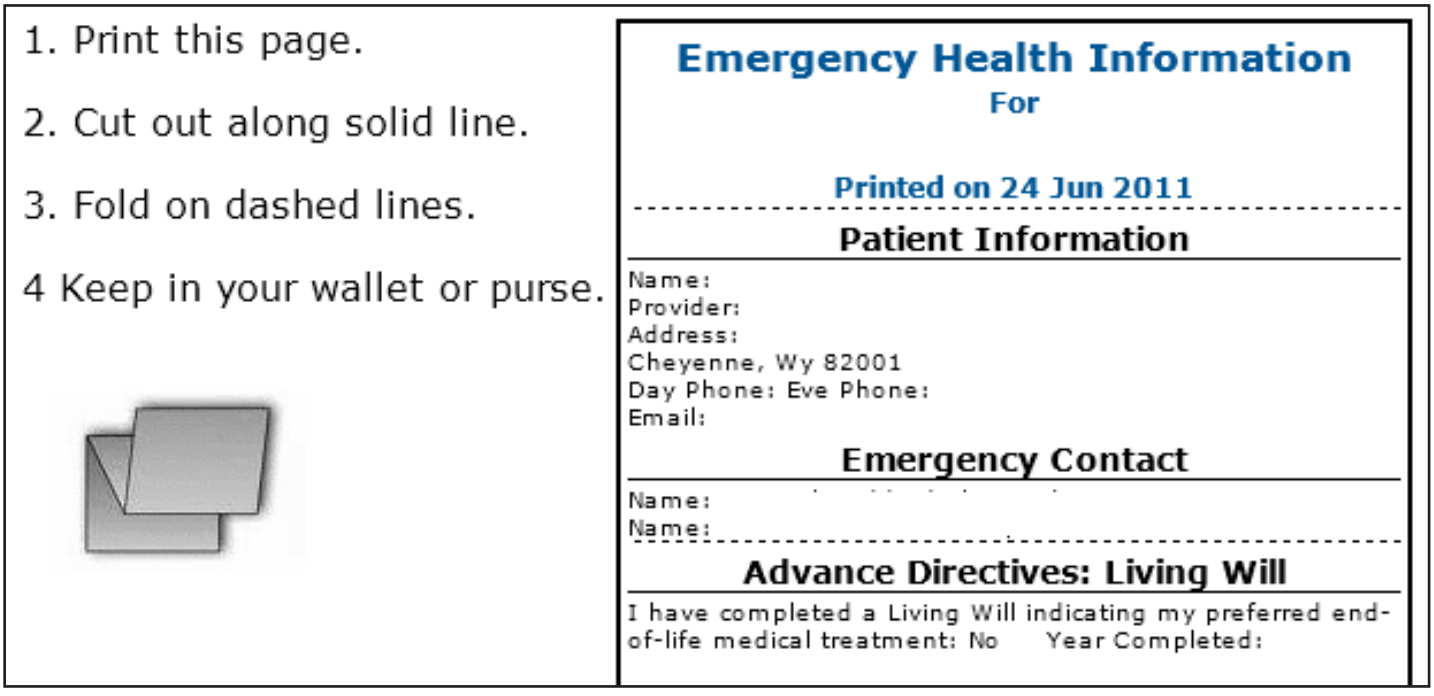


Emergency Wallet Card

Patient Information

Name:		**Gender:**	M
DOB:	20 May 1979		
Provider:		**Provider Phone:**	
Address:			
Day Phone:		**Evening Phone:**	
E-mail:			

Print the card and fold along the dashed lines. Note: Only information that was selected on the previous screen will show on the printable wallet card.



1. Print this page.
2. Cut out along solid line.
3. Fold on dashed lines.
4 Keep in your wallet or purse.

Emergency Health Information
For

Printed on 24 Jun 2011

Patient Information

Name:
Provider:
Address:
Cheyenne, Wy 82001
Day Phone: Eve Phone:
Email:

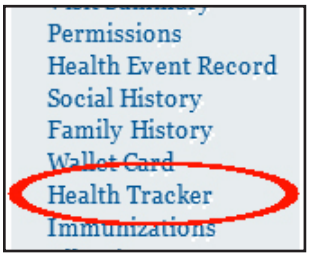
Emergency Contact

Name:
Name:

Advance Directives: Living Will

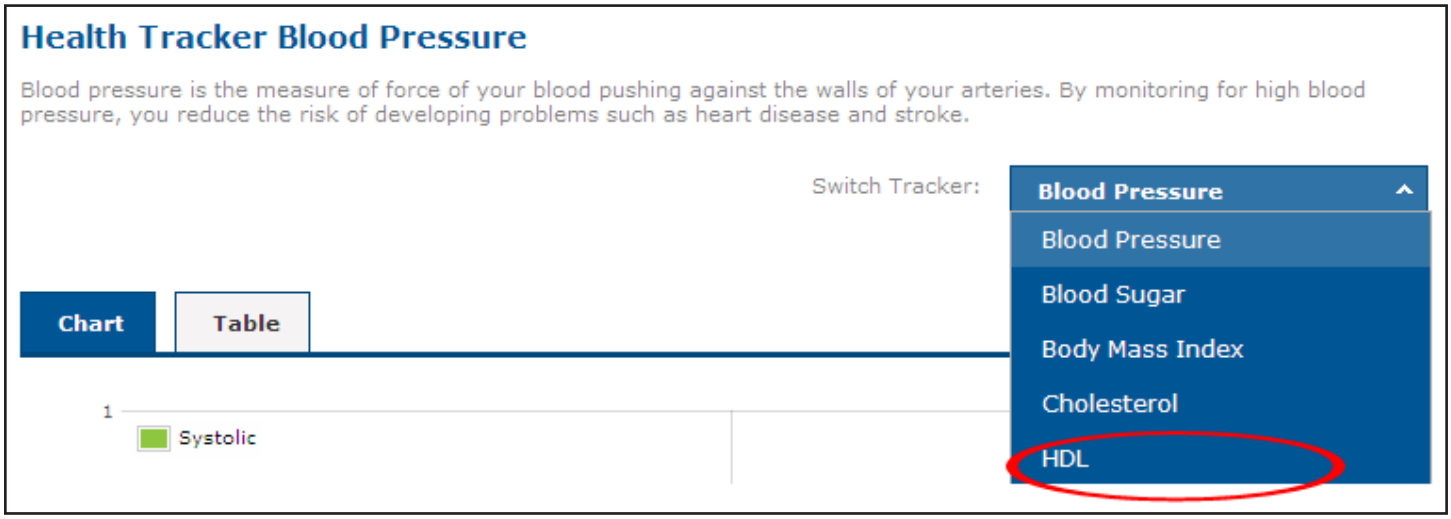
I have completed a Living Will indicating my preferred end-of-life medical treatment: No Year Completed:

Health Tracker

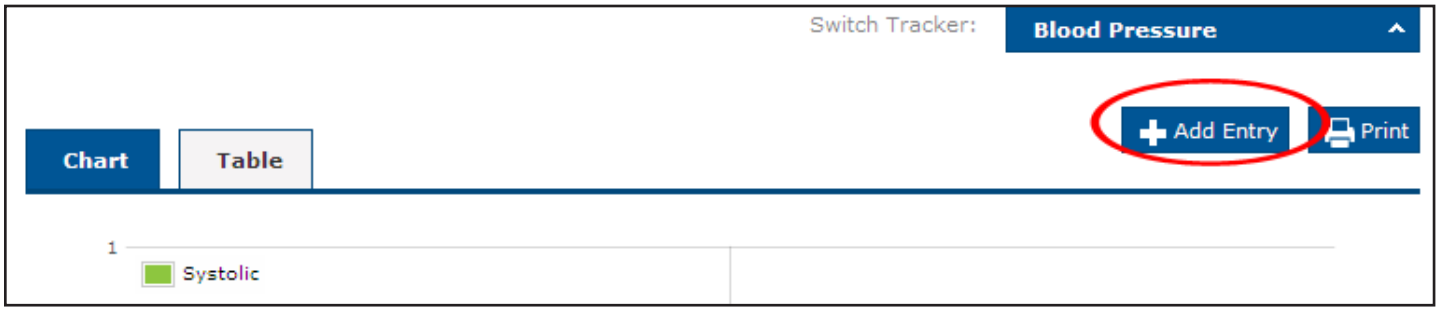


To view your Health Tracker, click here.

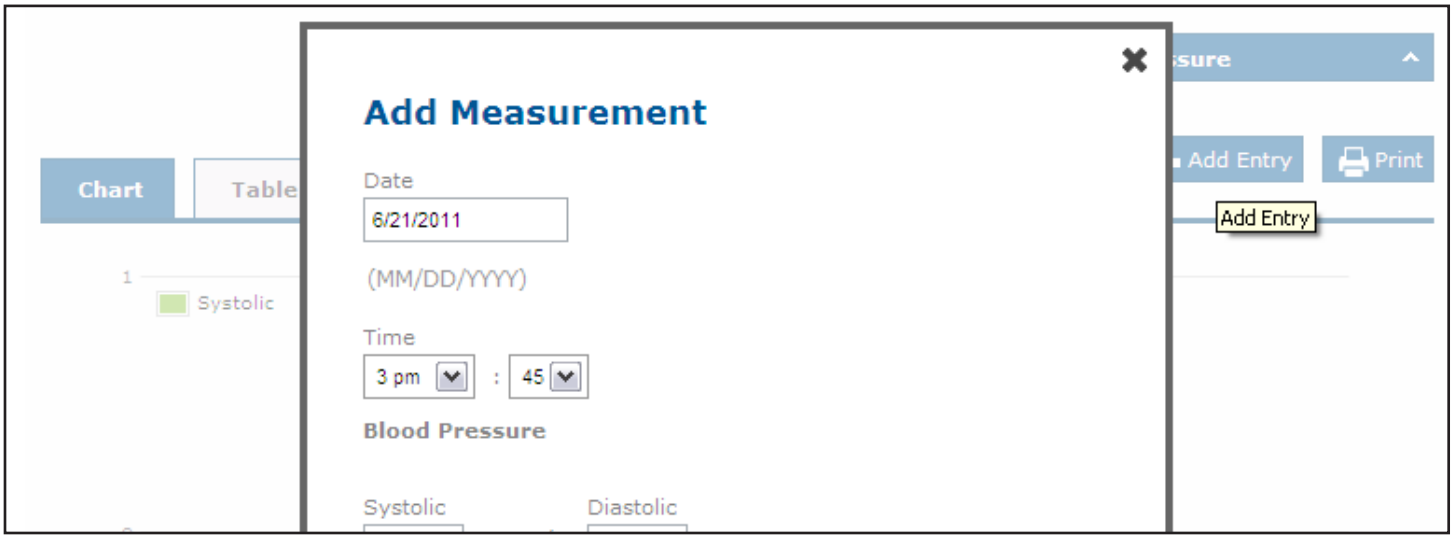
Select an item from the drop-down list to track.


Health Tracker Blood Pressure
Blood pressure is the measure of force of your blood pushing against the walls of your arteries. By monitoring for high blood pressure, you reduce the risk of developing problems such as heart disease and stroke.
Switch Tracker:
Blood Pressure
Blood Pressure
Blood Sugar
Body Mass Index
Cholesterol
HDL
Chart
Table
1
Systolic

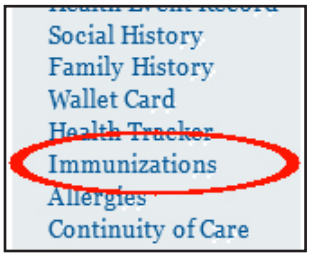
Click here to Add entry.



Enter the required information.

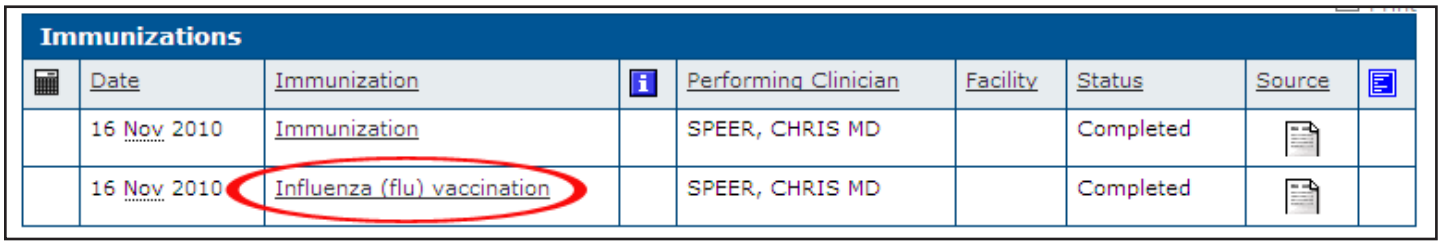


Immunizations



To view your Immunizations, click here.

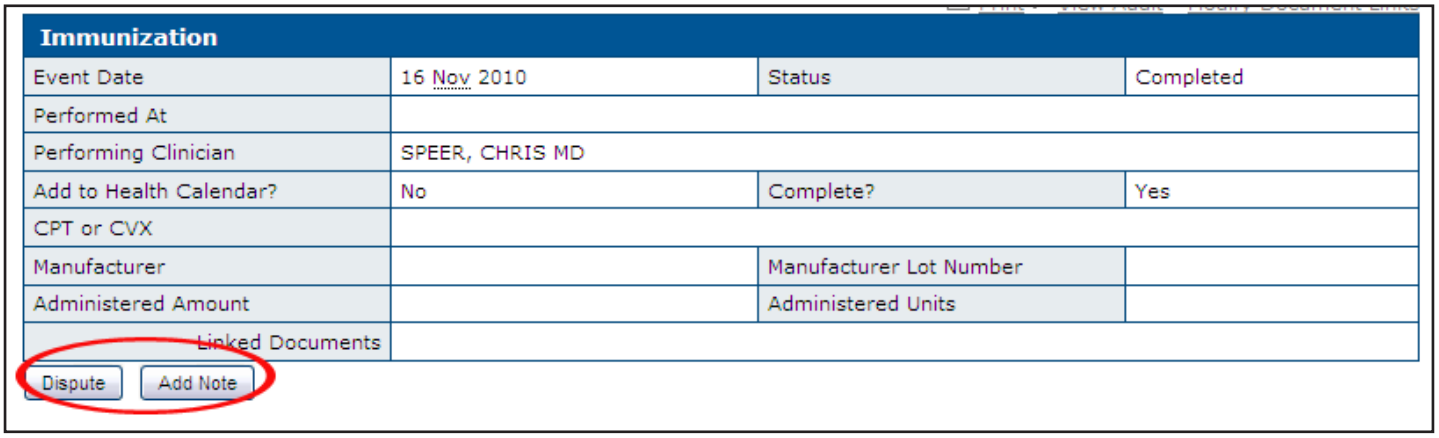
Click here to view information about a specific Immunization.



Immunizations

	Date	Immunization		Performing Clinician	Facility	Status	Source	
	16 Nov 2010	Immunization		SPEER, CHRIS MD		Completed		
	16 Nov 2010	Influenza (flu) vaccination		SPEER, CHRIS MD		Completed		

Click here to Add Notes or Dispute.



Immunization

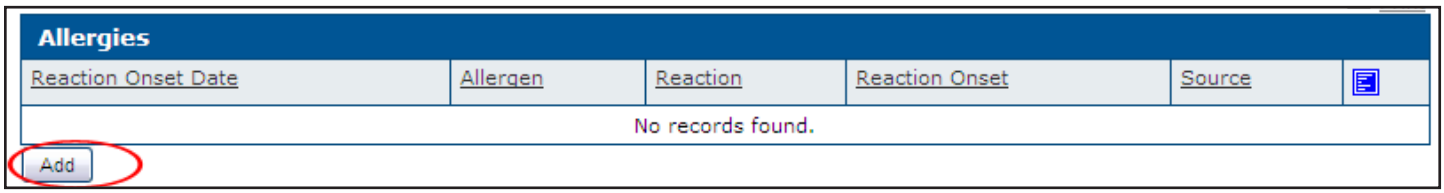
Event Date	16 Nov 2010	Status	Completed
Performed At			
Performing Clinician	SPEER, CHRIS MD		
Add to Health Calendar?	No	Complete?	Yes
CPT or CVX			
Manufacturer		Manufacturer Lot Number	
Administered Amount		Administered Units	
Linked Documents			

Dispute Add Note

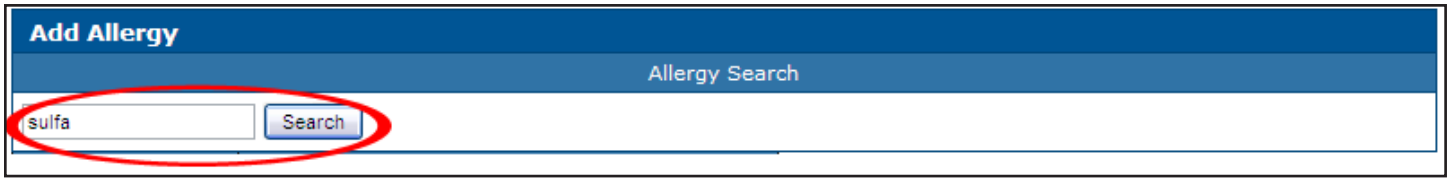
Allergies

To view your Allergies, click here.

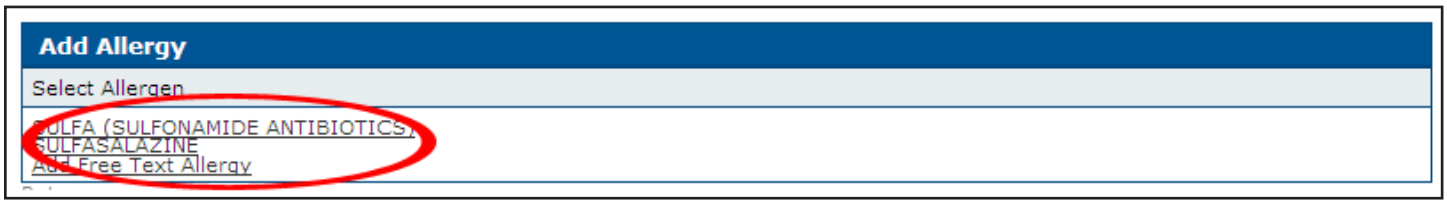
Click add to add an Allergy.



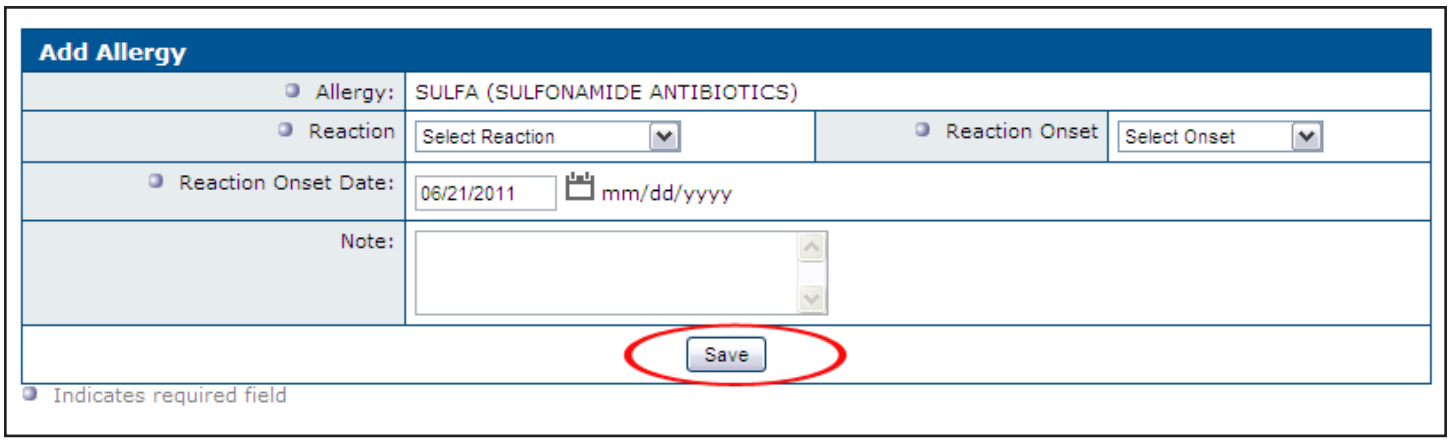
Enter the Allergy name here.



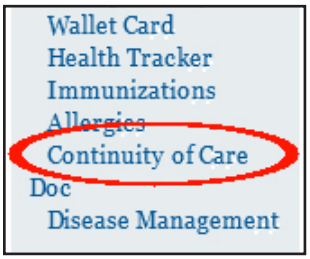
Select an Allergy.



Enter the required information and click Save.

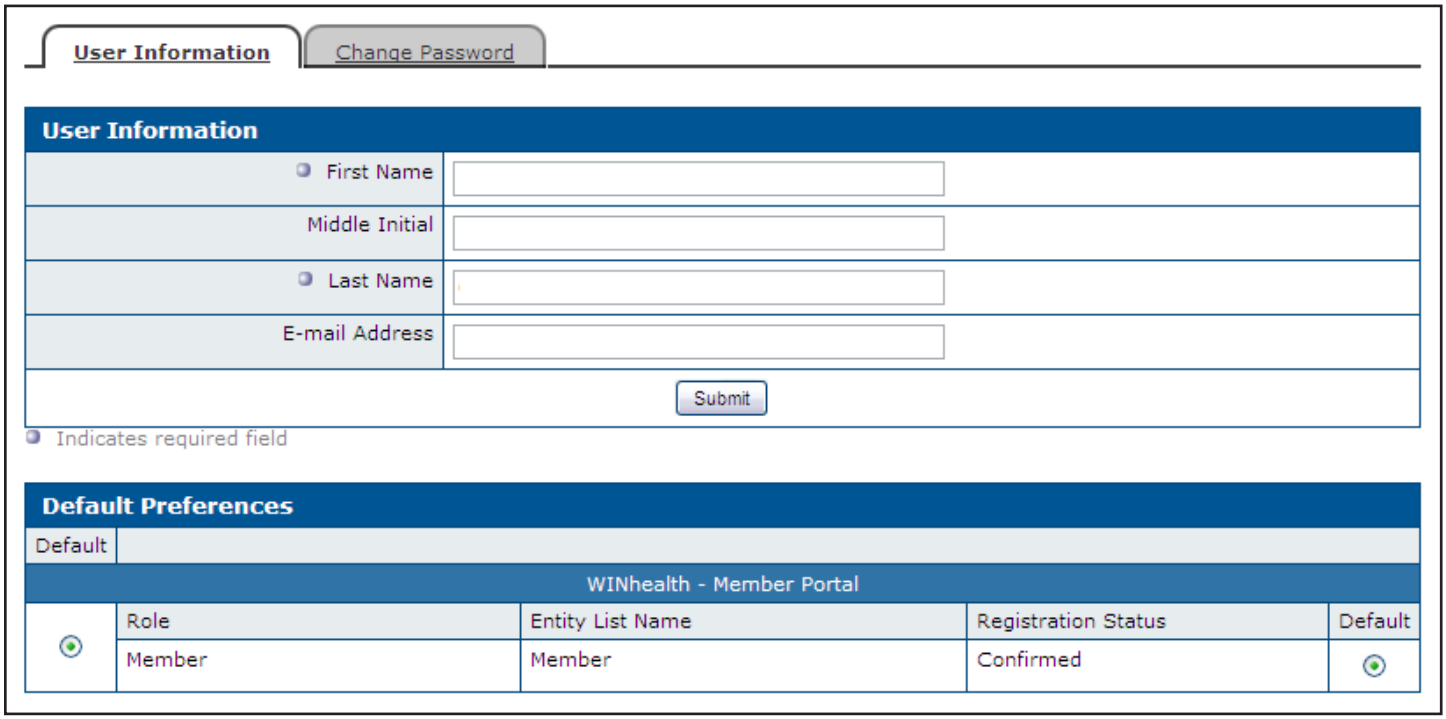


Continuity of Care Document

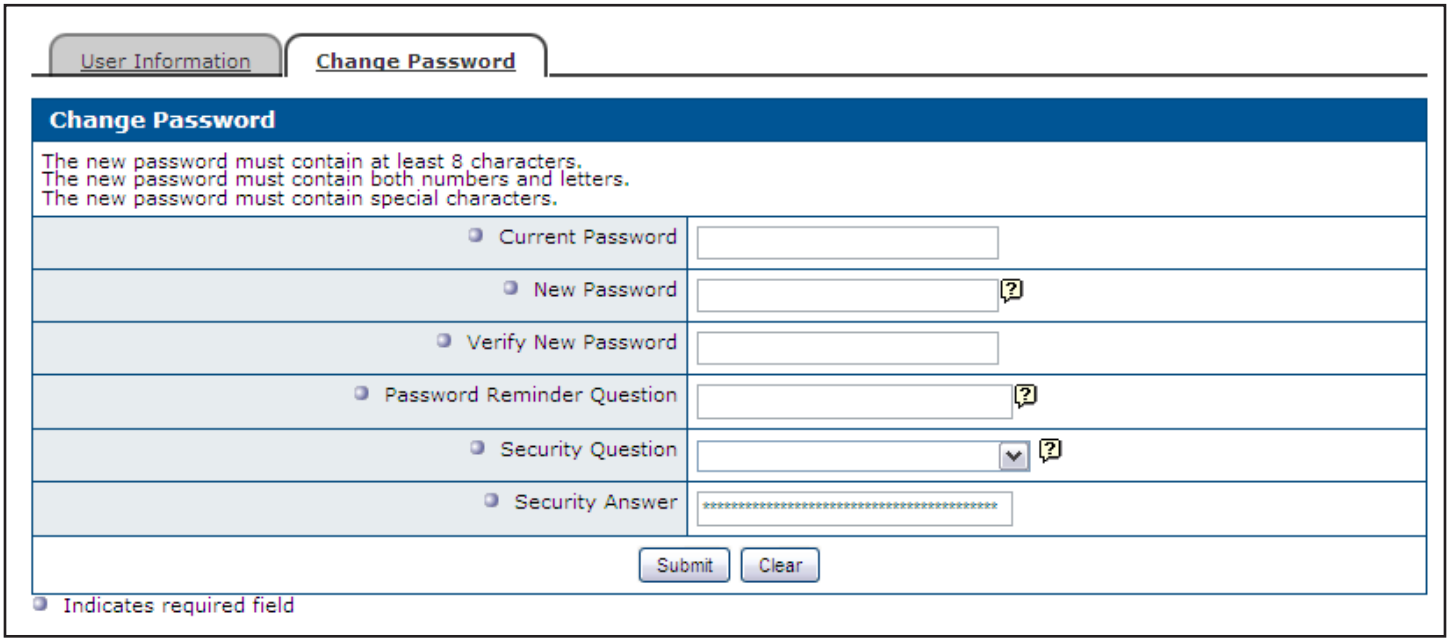


To view your Continuity of Care Document, click here.

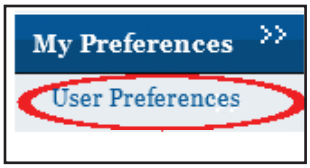
Use this screen to edit your user information.



Use this screen to change your Password information.

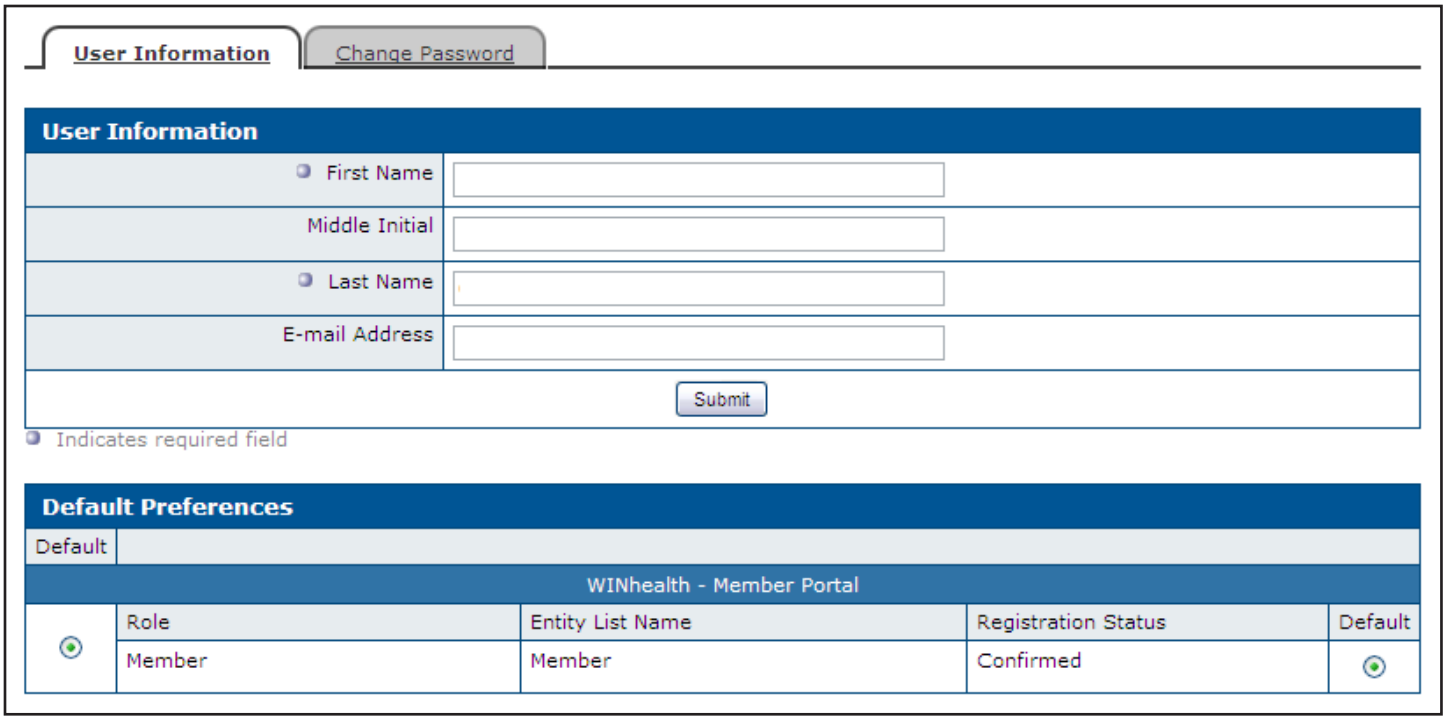


User Preferences



To view your User Preferences, click here.

Use this screen to edit your user information.



Use this screen to change your Password information.